

OLYMPUS

November 11, 2021

RE: Olympus Cybersecurity Incident and Operational Updates

Dear Valued Customer,

I am writing today to express our thanks to you for your patience and to provide you with updates on our operations at Olympus Corporation of the Americas following the [cybersecurity incident detected on October 10, 2021](#).

We have made significant progress towards fully restoring our operations, and we are working very hard to fulfill requests for products and services in a timely manner. However, due to the impact of the incident, we have been experiencing delays in processing and shipping orders for some products, and Olympus service is experiencing longer than usual turnaround times for repairs.


To minimize the impact to you and the patients you serve, we have implemented the following measures:

- We have engaged our suppliers to support us in fulfilling orders, which continue at higher-than-normal volumes.
- Our suppliers and our own warehouse staff have been working overtime and weekend hours to resolve the backlog of orders.
- We have temporarily increased the number of products available for customer use via our central loaner pool.
- We have prioritized inspection of key central loaner models as they are returned to allow for a more expedient distribution of these loaners to the next customer who needs them.

We are making steady progress towards meeting the turnaround times you have come to expect from us.

We regret any disruption in your service to patients that these delays may have caused. We value the tremendous work you do every day to provide patient care.

Sincerely,



Randy Clark
President, Medical Systems Group
Olympus Corporation of the Americas