

October 10, 2019

**RE: FDA Duodenoscopy Recommendations**

Dear Valued Customer:

We are contacting you today to provide important updates on the status of Olympus products following the FDA's August 2019 recommendation that healthcare providers transition away from duodenoscopes with fixed endcaps to duodenoscopes with disposable components. We understand the challenges you face as you begin transition planning, and we appreciate the opportunity to proceed with you in partnership throughout the transition period.

- We continue working closely with the FDA on transition plans, and we are pleased to report that we are aligned with the agency on our work to bring our newest-generation duodenoscope with a disposable endcap to the market as soon as possible. We also are working hard to develop appropriate proposals for customer transition, which we will share with you in the very near future. In the meantime, your current Olympus duodenoscopes are still FDA-cleared devices that are safe to use following the instructions for use.
- We continue looking into the most effective ways to reprocess duodenoscopes and, to that end, Olympus will take part in an upcoming meeting of the FDA's General Hospital and Personal Use Devices Panel of the Medical Device Advisory Committee. At that meeting, the panel will consider issues related to ethylene oxide for medical device sterilization and discuss recommendations to reduce the risk of infection from reprocessed duodenoscopes. Olympus will be making a presentation to the panel on November 7.
- We continue offering a Buyback Program for TJF-160F/VF duodenoscopes. For return of these devices, we are offering customers \$10,000 in cash or credit. Please contact your local Olympus sales representative or call the Olympus Customer Service Center at (800) 848-9024 to take advantage of the \$10,000 Buyback Program.

Olympus always strives to provide you with the most effective and highest quality products, and we are committed with each innovation to the optimal balance of performance, price and peace of mind. We rely on individual relationships with our customers to maintain high levels of customer and patient satisfaction, and we want to serve you on that individual level. Please do not hesitate to contact me should you have any questions.

Sincerely,



Kurt Heine  
Group Vice President, Endoscopy  
Medical Systems Group  
Olympus America Inc.