

**REVISED COMMUNICATION: SEPT. 11, 2019**

**(THIS COMMUNICATION APPLIES TO OTICON CUSTOMERS IN THE UNITED STATES MARKET ONLY)**

Dear Valued Customer,

As previously announced, Oticon experienced a critical incident to our internal IT infrastructure on September 3, 2019.

The recovery of the Oticon internal IT infrastructure continues and we are pleased with the progress. While the recovery has been gradual, we are proceeding in a structured and thorough manner to ensure full recovery in the shortest possible timeframe. In order to recover safely, some elements of the system remain closed even as we get elements of the IT-infrastructure up and running.

**We are excited to announce that Oticon is open for business and additional IT elements are now operational.** Please contact your Account Manager, Inside Sales Representative, or Customer Service Representative to place your orders. While we are not operating at full capacity, we have begun shipping orders. Not every style can be shipped at this time, nor will our usual turn-around-time for orders be achieved. **Please expect longer than usual wait times when calling Oticon customer experience.** We are making steady progress to full operation.

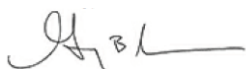
The following products / styles / services are available as of Wednesday, September 11<sup>th</sup>, 2019 (for US market only):

- All BTE, MiniRITE and accessory products are available to ship
- All Work-In-Progress inventory that existed prior to the incident will be processed over the next several days, which includes processing ear molds and custom products
- Service orders for BTE and ITE products can be received and will be processed
- **MyOticon.com is now operational and orders can be placed using this Ecommerce solution**
- **New ear mold requests and ear mold remakes are now available**
- No custom products (ITE) are available to be ordered at this time
- No custom product (ITE) remakes are being processed at this time

I will continue to update you as our recovery progresses. We are aware of how this situation impacts you, as nothing is more important to us than servicing you and your patients.

We greatly appreciate your flexibility and support as we proceed to full recovery.

Sincerely,



Gary Rosenblum  
President, Oticon USA