



positioning  
patients for life.®

March 16, 2020

Dear Valued Customer,

Like many of you, we are closely monitoring developments regarding the rapidly evolving COVID-19 situation. Our priority, as always, is the safety and well-being of our employees, their families, our valued friends, clinicians, and the patients who are the focus of all our efforts.

We know that through this difficult time, cancer patients will continue to require treatment. We are committed to maintaining the uninterrupted supply of the enabling devices and consumables we provide to help you deliver these treatments to your communities around the world.

As part of our plan, we will be taking the following actions:

- Monitoring guidelines from local and global authorities concerning recommended and required measures
- Making sure we do the right thing for our employees
- Educating our staff concerning proper hygienic practices in this environment
- Maintaining our customer service operations to ensure you continue to have a clear communication path to our company
- Offering online web demonstrations and installation support

In the meantime, we are working diligently to ensure there is no disruption in our product availability. Please feel free to contact your Regional Sales Manager or Qfix Customer Service at +1 (610) 268-0585 or (800) 526-5247 if you have any questions. Again, though there may be limitations to site visits in some locations, we are prepared to offer live web meetings and remote support as needed.

As a medical device manufacturer, we recognize our responsibility to the global community and appreciate your continued trust in us.

**Dan Coppens**

*CEO & Chief Technology Officer, Qfix*