

Medtronic

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Dear Health Care Professionals

We understand you may have concerns about 2019 Novel Coronavirus (COVID-19), and how this will impact your patients on Medtronic pumps who will be coming to the end of their warranty period and if this may affect your patient's Medtronic supplies.

We've seen no significant impact from the virus to our operations, but the situation remains fluid. We are vigilantly monitoring the situation and are focused on executing our global business continuity plans to mitigate any potential future impact. Please find enclosed a communication we have sent out to patients and can also be viewed on our website www.medtronic-diabetes.co.uk

We proactively plan for events such as this and have taken several steps to ensure we can continue to serve your patients.

Therefore, we will be extending warranties for all patients with immediate effect. This will apply to any existing pump currently out of warranty or coming out of warranty within the next 3 months. Should the COVID-19 crisis continue beyond the 3-month period, we will review the situation.

In addition, if an extended out of warranty pump fails and needs to be replaced, we will send a replacement.

There is no action required, this service will be automatically activated for all your patients.

In this current climate where options for face to face training are reduced, we are exploring the opportunity to support our patients using a web conferencing application to provide remote patient support and training for those who require a pump upgrade.

We are hoping to offer this novel solution to your patients as soon as possible and will keep you up to date with our progress.

Your sincerely,

The Medtronic Diabetes UK Team

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