



Dear Valued Customer,

Thank you for choosing Abbott to support your device remote monitoring needs. We appreciate your trust in the Merlin.net™ Patient Care Network (PCN). Exciting changes are coming to Merlin.net PCN. We are committed to providing innovative and secure solutions for remote monitoring patients worldwide. That commitment has led us to move Merlin.net PCN to an industry-leading, state-of-the-art European cloud platform with regionalized data processing and enhanced data security.

Abbott is committed to developing products that meet the highest standards for quality and reliability. Abbott undergoes a thorough product lifecycle process from research & development to the global commercialization of life-changing technologies. Part of the process includes, but is not limited to, market research, investigative trials, formative user testing, customer reviews, and limited market releases.

The Limited Market Release (LMR) allows a select group of customers to experience a product for the first time before it is broadly introduced to the market. The LMR allows users to provide feedback for our Product Development teams to make final adjustments as necessary before launching the product into what we call the Full Market Release (FMR). For software products such as Merlin.net PCN, an LMR provides a means of ensuring that the system works smoothly in a “real world” environment, allows fine-tuning of the application, and optimizes product performance before a full market release.

We believe the decision to launch products using an LMR process helps us focus on providing the best possible product and service to all our customers. We aim to provide a seamless and efficient product experience that meets your clinic needs.

Thank you again for your support and collaboration in the launch of new technologies like Merlin.net PCN on the new European cloud platform. We value your business and look forward to continuing to serve you and your patients.

For additional information, please contact your local Abbott representative.

Sincerely,

A handwritten signature in black ink that reads 'Gabriel Mouchawar'.

Gabriel Mouchawar

Division Vice President, Research & Development
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Cardiac Rhythm Management

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Brief Summary: This product is intended for use by or under the direction of a Physician. Prior to using these devices, please review the Instructions for Use for a complete listing of indications, contraindications, warnings, precautions, potential adverse events and directions for use.

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