



Dear Valued Customer,

Thank you for choosing Abbott to support your pulmonary artery pressure 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 the industry-leading Microsoft Azure cloud platform in the Republic of Ireland, with EU regionalized data processing, data residency, and enhanced data security.

In choosing Microsoft Azure as a cloud platform, Abbott shows its commitment to storing data in a manner that meets the highest standards for security and reliability. Microsoft and Abbott share their aim of helping customers meet their own compliance obligations. You can consult the breadth and depth of the Microsoft Azure compliance portfolio at <https://servicetrust.microsoft.com/>.

Moving Merlin.net PCN to Microsoft Azure in the EU ensures your data continues to be treated in compliance with EU data protection laws.

Thank you again for your support and collaboration in the launch of Merlin.net PCN on the Microsoft Azure 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,

Abbott Heart Failure