

18 March 2020

Dear valued customer

I would like to take this opportunity to share with you some important information regarding Canon Medical's response to the COVID-19 virus.

As always, our number one priority is to continue helping you to deliver the very best treatment and care to your patients. Since the beginning of January 2020, we have worked hard to develop practical solutions that can help minimize the impact of the virus on your operations – from accelerating our parts and service provision to donating vital equipment where it's needed most.

Unfortunately, much remains unclear about the future of the virus, but I would like to thank our industry partners for doing everything they can to keep us safe and well. Postponing major congresses and events is not an easy decision to make, but I fully support and commend you for your diligence and care.

If you would like to discuss any of this further, please do not hesitate to contact your local Canon Medical representative. In the meantime, may you stay safe and well and I look forward to meeting with you soon in person.

Yours sincerely



Toshio Takiguchi

President and CEO

Canon Medical Systems Corporation