

Dear Valued Canon Customer,

In the current climate of COVID-19 the Canon Medical Systems CT Applications team wanted to reach out to reassure you of our ongoing commitment of support in these uncertain times. Canon Medical Systems supports the decision of governments and departments in the implementation of social distancing rules in the fight to flatten the curve to help slow down the spread of COVID-19. However, these new distancing rules and travel restrictions have caused a disruption to both our educational events and our ability to provide onsite support.

We would like to take this opportunity to remind you of the comprehensive online education and remote support mechanisms that Canon Medical Systems have in place. These include:

- Canon Care Response Centre – 1300 655 155 For connection to an available applications specialist or engineering team member via our Canon Care team.
- Direct Connect – Call or e-mail your local applications specialist directly when you need support or assistance.
- InnerVision Remote Assistance (where supported) – Your Applications Specialist can log in remotely to your machine to offer direct assistance with the operation and set up of your scanner or protocols.
- Online Education Resource - <http://elearning.vitalect.com/canonmedical/> A free online education resource for Canon customers with many presentations on an range of topics from basic operation of the scanner to more advanced scanning techniques such as cardiac CT and brain perfusion CT. Education certificates will be provided upon completion of each module.

In addition to this support network already in place, we are also exploring additional methods of providing ongoing and up to date education to our customers. In lieu of formal education events we are producing more online content and will be looking to host educational webinars in the near future.

We would like to reassure you of our ongoing commitment to education and support. We will do everything in our power to make up for restrictions preventing us from being on site or holding formal events, and we look forward to resuming business as usual as soon as possible.

Kind Regards,

Dominic Berne

Senior CT Applications Specialist & Team Leader

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