

1 April 2020

Dear Valued Customer

I would like to start this statement by expressing my deepest gratitude for the incredible work you continue to do in the face of this unprecedented global crisis. Even in the midst of these challenging times, I have seen nothing but the best from our industry colleagues, and I am proud to stand with each of you as we work to resolve the COVID-19 situation.

This is not business as usual. The demand placed on healthcare services is higher than ever and radiology departments all around the world are feeling its effects. I wish I could tell you that the end is in sight, but it's still not clear just exactly how the situation is likely to unfold. What is clear, however, is that we are always here, ready to help you deliver the highest quality of care.

The more we learn about the virus, the more evident it becomes that diagnostic imaging has a key role to play in the monitoring and follow up of patients. This puts our industry in a unique position to provide valuable support where it's needed most, which is why we're doing everything we can to maximize our output moving forward.

All of our manufacturing operations remain up and running, both in Japan and around the world, and we are working closely with our regional teams to expedite the delivery of vital parts and products. Additionally, we have ramped up regional access to our remote servicing solutions, so you can maintain system uptime with minimal contact from onsite engineers.

Outside of radiology, we have teamed up with Nagasaki University and the National Institute of Infectious Diseases to develop a COVID-19 test that provides results in just 10 minutes. Clinical trials have just begun, and we look forward to sharing the results with you as and when they are published.

As always, it is my greatest hope that you and your loved ones remain healthy and well during this time, and that we continue to serve our communities with care and dedication. Please feel free to contact your local Canon Medical representative with any concerns you may have, and I look forward to connecting with you soon.

Yours sincerely



Toshio Takiguchi

President and CEO