

May 2020

Dear Valued Customer,

At Siemens Healthineers, the health and well-being of our customers, their patients, and our employees are of paramount importance.

In order to respond to COVID-19 developments, we are consistently monitoring information from public health authorities, including the Centers for Disease Control (CDC), World Health Organization (WHO), and local government agencies.

Based upon current circumstances in the United States, Siemens Healthineers USA has implemented a phased reopening approach for its customer training facilities in Tarrytown, New York and Glasgow, Delaware. These phases are progressive and will eventually lead to a return of full operations. As we work through these phases, our classroom events will not be available.

We are fully committed to delivering training solutions to our customers through these challenging times and have developed live, virtual training solutions for your Siemens Healthineers diagnostic platforms. Please contact your sales representative or visit <https://nacce.siemens-info.com/> to view available programs and for updates to when classroom events will be available. Additionally, Siemens Healthineers continues to provide an exceptional personalized education experience through PEP Connect at <https://pep.siemens-info.com/explore>.

We apologize for the inconvenience and thank you for your consideration and support of our efforts to appropriately respond to COVID-19 developments.

If you have any questions related to this message, please email our Customer Education team:
csssharedmailbox.healthcare@siemens-healthineers.com.

Thank you,

Ale Vinti
Vice President, Marketing
North America Diagnostics