



Please read: Important information that may affect your insulin delivery

August 28, 2019

Dear Animas Customer,

As you are aware from our ongoing communications, in October 2017 we announced that Animas was discontinuing the manufacturing and sale of Animas® Vibe® and OneTouch Ping® insulin pumps and would exit the insulin delivery market by September 2019*. Since then, we have contacted Animas customers to help transition to other insulin therapies. You are receiving this communication because our records indicate that you have an Animas insulin pump that has not yet been returned.

We want you to be aware of the important information below:

- **Animas Pump Supplies Ending**
Animas pump supplies will not be available from Animas or Medtronic in all markets worldwide after **September 30, 2019**. This includes cartridges, infusion sets, cartridge caps, battery caps and other accessories for Animas pumps. Cartridges currently being distributed have an expiration date no later than April 1, 2020. For your safety, pump supplies should not be used after they expire.
- **Replacements Discontinued**
Warranty replacements for Animas Vibe® Insulin Pumps, OneTouch Ping® Insulin Pumps, and OneTouch Ping® Meter Remotes will be discontinued after **September 30, 2019**. Valid pump warranty claims made after that date will receive compensation instead of a replacement pump[†]. If your pump fails after September 30, 2019, you will need to use an alternative form of insulin delivery until you transition to a new insulin pump.
- **Animas Exchange Program Ending**
If your Animas pump is still in-warranty, we strongly urge you to transition to a Medtronic Minimed™ pump at *no charge to you* through the Animas Exchange Program before the program ends on **September 30, 2019**. To enroll, contact Medtronic by calling 1-800-284-4416 or online at MedtronicDiabetes.ca/aep. The remaining time on your Animas pump warranty will be transferred to your new Medtronic pump.

If you are still using your Animas insulin pump, we strongly urge you to transition to another therapy option as soon as possible to avoid any interruption to your diabetes management. If you need help understanding your transition options, Lorraine Anderson, RD, CDE, National Clinical Education Manager for Animas Canada is available to assist you. You can contact her by calling 1-866-406-4844 (option 3) or by email at customer care@animas.ca.

If you have already transitioned to another insulin delivery therapy and have an Animas pump to return, please contact us at 1-866-406-4844 to arrange for disposal.

Thank you for being our valued customer. It has been a pleasure to serve you and we appreciate your continued support during this transition.

Sincerely,

Animas Canada, a division of Johnson & Johnson Inc.

*See Animaspatientsupport.com and Animas.ca/urgent-news

[†] Refer to your Pump Owner's Booklet for warranty information or online at Animas.ca

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