



January 4, 2019

Subject: Change in Warranty Fulfillment

Dear Animas Customer,

As you know, we made the difficult decision to discontinue the sale of Animas® Vibe® and OneTouch Ping® insulin pumps and are working diligently to transition all Animas patients to another insulin delivery system and exit the market by September 2019.

Warranty Fulfillment

As part of this transition, Animas is making changes to the way we fulfill insulin pump warranties. While we will continue to honour your pump warranty, **beginning January 14, 2019, we will provide a Medtronic MiniMed™ pump instead of an Animas insulin pump** in the event of a pump failure. We will work to ensure continuity of therapy while you receive the appropriate training to onboard you onto a Medtronic pump. We are committed to continuing to fulfill our warranty obligations as referenced in the Owner's Booklet by providing a comparable replacement insulin pump to ensure the continuity of your therapy for the remainder of your warranty period.

If you have additional questions regarding this change in warranty fulfillment, please call 877-937-7867, Option 1.

Pump Transition

You currently have an Animas insulin pump with a warranty that expires on or after September 30, 2019. **This means that you are eligible to transfer to a Medtronic pump now.** We encourage you to take action today to avoid the risk of therapy disruption.

To begin the process to transfer to a Medtronic MiniMed™ insulin pump or to learn more about transition steps, product options and programs designed specifically for Animas customers, **call 800-284-4416, Option 3 or opt in at medtronic.com/ca-en/diabetes/home/animas.html.**

As always, **patient safety and continuity of care are of the utmost priority to Animas.** Ultimately, the choice of therapy options is yours, but the goal of our partnership with Medtronic is to ensure this transition goes as smoothly as possible for you and your healthcare provider.

Again, ensuring you avoid disruption of pump therapy is a top priority. Start exploring your new options today.

Sincerely,

Animas Canada

There may be exceptions for medically urgent circumstances or in other situations that do not allow for a pump transition to a Medtronic MiniMed™ pump.

You are receiving this material because you are currently using an Animas pump. Visit Animas.ca/privacy to view the Privacy Policy for Animas Canada.

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