# CUSTOMER LETTERS

## ANNOUNCING TRANSITION TO SAP ON NOV. 25, 2019

## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Letter Type</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>LETTER TO MEDTRONIC MINIMALLY INVASIVE THERAPIES GROUP (FORMERLY COVIDIEN)</td>
<td>2</td>
</tr>
<tr>
<td>LETTER TO MEDTRONIC ENDOVENOUS CUSTOMERS</td>
<td>7</td>
</tr>
<tr>
<td>LETTER TO MEDTRONIC GASTROINTESTINAL AND HEPATOLOGY (GIH) CUSTOMERS</td>
<td>11</td>
</tr>
<tr>
<td>LETTER TO MEDTRONIC INTERVENTIONAL LUNG SOLUTIONS (ILS)</td>
<td>16</td>
</tr>
</tbody>
</table>
LETTER TO MEDTRONIC MINIMALLY INVASIVE THERAPIES GROUP (FORMERLY COVIDIEN) CUSTOMERS

Medtronic

September 9, 2019

Regarding product orders with:
Covidien Sales LLC
15 Hampshire Street
Mansfield, MA 02048
EIN 02-0502162

Dear Valued Customer,

The Minimally Invasive Therapies Group (MITG) of Medtronic (formerly Covidien) intends to transition our legacy Covidien businesses to the Medtronic Enterprise Resource Planning (ERP) technology platform, called Centerpiece SAP®. This transition will take place on November 25, 2019.

Our transition to the Centerpiece SAP® will result in changes to your customer account number, our Electronic Data Interchange (EDI) URL address, Covidien Connect self-service portal, payment address, and updates to several product codes and units of measure.

We are writing you now to provide you a high-level overview of the transition plan:

▪ Orders will be accepted through current systems until 5 p.m. EST, Friday, November 22, 2019.
▪ Orders will be shipped through current systems through Thursday, November 21, 2019.
▪ We will transition to the Centerpiece SAP® system over the weekend of November 23-24, 2019.
▪ We will automatically convert open orders and backorders to the Centerpiece SAP® system.
▪ We will begin accepting and shipping orders through the new system beginning 8 a.m. EST, Monday, November 25, 2019.
▪ Prior to the transition, you will receive a Medtronic Centerpiece customer number — if you don’t already have one — that you will need to use beginning November 25, 2019.

While MITG/Covidien will transition to the Medtronic Centerpiece SAP® system, it is important to note:

▪ MITG/Covidien will continue to invoice you separately from other Medtronic divisions.
▪ Even after the transition, please do not consolidate your MITG/Covidien supplier ID with any other Medtronic supplier IDs.

Because many customers order a wide range of products from MITG/Covidien, you may receive more than one copy of this letter.
### Overview of Actions You Will Need to Take by November 25

<table>
<thead>
<tr>
<th>CHANGES</th>
<th>ACTIONS REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Placing Orders</strong>&lt;br&gt;Effective November 25, 2019, the process for ordering MITG products will change. We will automatically convert any orders that are open on November 25 to our new system.&lt;br&gt;&lt;br&gt;Note: Even after November 25, you will continue to submit orders for MITG/Covidien products separately from Medtronic products. <strong>Please do not group your MITG/Covidien orders with other Medtronic orders.</strong></td>
<td><strong>Direct EDI Orders</strong>&lt;br&gt;▪ The EDI URL and encryption certificate will change. We will provide to you the new information by the end of September.&lt;br▪ You will need to upload a new product master file, which we will provide in October.&lt;br▪ If you are a GHX customer, GHX will send you a communication detailing the necessary changes.</td>
</tr>
<tr>
<td><strong>Covidien Connect Orders</strong>&lt;br&gt;Customers will need to transition from Covidien Connect to Medtronic Connect for secure, online 24/7 access to ordering, inquiries, and invoice copies. We will provide you with the new URL and login information in October. You will be able to access order history and other information on Covidien Connect for a minimum of thirty (30) days after the transition; however, you will not be able to place new orders through that site after 5 p.m. EST, November 22.</td>
<td><strong>Customer Service Orders (Phone, Fax, Email)</strong>&lt;br&gt;The Customer Service order process will remain the same. Below is the contact information:&lt;br▪ Phone: 1-800-962-9888&lt;br  ▪ Select option 2 for customer service&lt;br▪ Fax: 1-800-637-9775&lt;br▪ Email: <a href="mailto:CustomerService@Covidien.com">CustomerService@Covidien.com</a></td>
</tr>
<tr>
<td><strong>Customer Number</strong>&lt;br&gt;Your Covidien customer number will be replaced by a Medtronic customer number. You will receive your customer number in subsequent communications and will use this number to purchase MITG/Covidien products beginning November 25, 2019. If you are not currently a customer of other Medtronic products, you will receive a new Medtronic customer number in October. <strong>Note: Even after November 25, you will continue to order MITG/Covidien products separately from Medtronic products.</strong></td>
<td><strong>Payments</strong>&lt;br&gt;After November 25, 2019, all MITG/Covidien payments should be paid using your current payment method to the following address:&lt;brCovidien Sales LLC&lt;br4642 Collection Center Dr.&lt;brChicago, IL 60693-0046</td>
</tr>
</tbody>
</table>
If you pay your account by wire or Automated Clearing House (ACH), please use the following banking information:

- Swift USD: BOFAUS3N
- Swift FX: BOFAUS6S
- ABA-Wire: 026009593
- ABA-ACH: 111000012 (CTX Format Preferred)
- Acct No.: 4451331560
- Acct Name: Covidien Sales LLC
- Bank Name: Bank of America
- Remittance to: rs.cashapplicationinbox@medtronic.com

If you have any questions or concerns related to payments or invoicing, please contact your Medtronic credit representative at 1-800-511-0934.

<table>
<thead>
<tr>
<th>Purchase Orders</th>
<th>There will be no changes to MITG/Covidien Purchase Orders.</th>
<th>No action required.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Numbers and Units of Measure</strong></td>
<td>To meet new system requirements, we will change product numbers and units of measure for many of our MITG/Covidien products.</td>
<td>We will provide additional details to you — including files with new product numbers and units of measure — in October.</td>
</tr>
<tr>
<td><strong>NOTE:</strong></td>
<td>Due to duplicate MITG/Covidien and Medtronic product codes, some Covidien codes will now include a dash in the product code.</td>
<td></td>
</tr>
<tr>
<td><strong>Contracts and Pricing</strong></td>
<td>Your contracts will remain in effect through the remainder of their terms. Pricing and rebates, if any, will continue in accordance with the terms and conditions of your existing contracts.</td>
<td>After November 25, all rebates will be paid via ACH instead of checks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The rules for MITG/Covidien accounts with minimum spending requirements will remain in place. If an order does not meet the minimum spend, the minimum order charge will apply.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MITG/Covidien will reach out to you if these changes require contracts to be updated with the new information.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Please send all pricing requests and questions to your sales representative. If you need your sales representative’s contact information, please call MITG/Covidien Customer Service at 1-1-800-962-9888.</td>
</tr>
<tr>
<td><strong>Service, Repair, and Technical Support</strong></td>
<td>Service call center technical support and requests for equipment service will not change. Please continue calling or emailing the service group(s) you’re already contacting based on your MITG product line. You will continue to provide the same product and/or serial number information when contacting our service call centers. For your reference, here are the support numbers by product line:</td>
<td></td>
</tr>
<tr>
<td>Gastrointestinal and Hepatology</td>
<td>Phone: 800-448-3644, option 3</td>
<td></td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------------------------------</td>
<td></td>
</tr>
<tr>
<td>Health Informatics and Monitoring (Vital Sync™ systems)</td>
<td>Phone: 800-497-4968</td>
<td></td>
</tr>
<tr>
<td>Interventional Lung Solutions (superDimension™ navigation systems)</td>
<td>Phone: 877-501-8737</td>
<td></td>
</tr>
<tr>
<td>Patient Monitoring and Airways</td>
<td>Phone: 800-255-6774, option 1</td>
<td></td>
</tr>
<tr>
<td>Respiratory Interventions (Ventilation)</td>
<td>Phone: 800-255-6774, option 4</td>
<td></td>
</tr>
<tr>
<td>Surgical Innovations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Valleylab™ energy platforms, TruClear™ and Situate™ systems</td>
<td>Phone: 800-962-9888, option 1</td>
<td></td>
</tr>
<tr>
<td>• Visionsense, Sonicision™ devices, Signia™ systems</td>
<td>Phone: 800-255-6774, option 2</td>
<td></td>
</tr>
</tbody>
</table>

Customers may experience a slight delay in return of serviced equipment after November 25, but we anticipate minimal disruption.

All customers using Covidien Connect to track service and repair status will need to use Medtronic Connect after November 25.

<table>
<thead>
<tr>
<th>Invoices, Order Acknowledgements and Other Billing Documents</th>
<th>We will change the format of our invoices, order acknowledgements, and other billing documents.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No changes will be required from customers. We will provide you examples of our new invoice and order acknowledgement formats in October.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Returns</th>
<th>All returned goods received at our North Haven Distribution Center on or after Wednesday, November 20, will be held for processing until Monday, November 25.</th>
</tr>
</thead>
</table>

**Customer Service**

There is no change to MITG/Covidien customer service.

<table>
<thead>
<tr>
<th>MITG/Covidien Sales Representative</th>
<th>You can continue to reach MITG/Covidien Customer Service at 1-800-962-9888.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>You will continue to work with your current sales representative. If you need your sales representative’s contact information, please call MITG/Covidien Customer Service at 1-800-962-9888.</td>
</tr>
</tbody>
</table>
Note that the Medtronic Cardiac and Vascular Group’s (CVG) endoVenous business will also move to Centerpiece SAP®, the standard Medtronic technology platform. Unlike MITG/Covidien orders, orders for endoVenous products (ClosureFast, VenaSeal, and related superficial venous disease products) can be grouped with other Medtronic orders after the transition and may be ordered from endoVenous Customer Service at 800-716-6700 after November 25, 2019.

We are committed to providing information and support to help you through this transition. We will provide more detailed instructions as we get closer to implementation to help ensure you are prepared for the change. We’ll also be available to answer your questions throughout the process, including discussing whether you have ample product stock before the transition.

We have been preparing for months to ensure a smooth transition by developing detailed plans and testing for this changeover. Our shared commitment to serving our patients remains our top priority. Please contact me if you have any questions. As always, thank you for your continued partnership.

Sincerely,

Your Medtronic Team
LETTER TO MEDTRONIC ENDOVENOUS CUSTOMERS

October 1, 2019

Regarding product orders with:
Covidien Sales LLC
15 Hampshire Street
Mansfield, MA 02048
EIN 02-0502162

Dear Valued Customer:

To better serve our customers, and ultimately our patients, Medtronic’s endoVenous business plans to transition to the Medtronic Enterprise Resource Planning (ERP) technology platform, called Centerpiece SAP®, on November 25, 2019. Our endoVenous business includes ClosureFast™, VenaSeal™ and related superficial venous disease products. This migration to a new technology platform will align data, processes and technology across all Medtronic business.

This transition will require you to make changes to the way that you order from Medtronic and work with us. Below is a general overview of the transition timing:

<table>
<thead>
<tr>
<th>Until Friday, November 22 5PM EST</th>
<th>Orders accepted using existing systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through Thursday, November 21</td>
<td>Medtronic ships using existing systems</td>
</tr>
<tr>
<td>November 23-24</td>
<td>Transition to Centerpiece SAP over the weekend</td>
</tr>
<tr>
<td>Monday, November 25 8AM EST</td>
<td>Begin accepting and shipping orders using Centerpiece SAP</td>
</tr>
<tr>
<td></td>
<td>Prior to the transition, you will receive a Medtronic customer number — if you don’t</td>
</tr>
</tbody>
</table>
already have one — that you will need to use beginning November 25, 2019.

We have also attached specifics on the changes that will occur in November, and will provide more detailed information closer to the transition.

**No Action Required Today**
Until November 21, please continue to place orders for endoVenous products in the same way as you do today.

FYI, the Minimally Invasive Therapies Group (MITG) is transitioning to SAP at the same time as endoVenous. MITG customers will receive a separate letter detailing the changes as they relate to orders for MITG products.

Our shared commitment to serving patients remains our top priority. We have been preparing for the migration for months to help ensure a smooth transition, and are available to answer your questions throughout this process. Please contact me or your local sales representative if you have any questions. As always, thank you for your continued support and partnership.

Sincerely,

Sandra Lesenfants  
Vice President & General Manager

Thomas Conlin  
Vice President, National Sales

### Overview of Actions You Will Need to Take in November

**October 2019**

<table>
<thead>
<tr>
<th>Overview of Changes</th>
<th>Specific Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Placing Orders</strong></td>
<td>Detailed instructions for ordering product via EDI, GHX, Covidien Connect and Customer Service will be provided later this month.</td>
</tr>
<tr>
<td>Effective November 21, 2019, the process for ordering ClosureFast™, VenaSeal™ and related superficial venous disease products, also referred to as Medtronic’s endoVenous (eV) business, will change.</td>
<td>We will automatically convert any orders that are open on November 21 to our new system.</td>
</tr>
<tr>
<td>Overview of Changes</td>
<td>Specific Information</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>We will share information about the changes to the product master list later this month.</td>
<td></td>
</tr>
<tr>
<td><strong>Customer Number</strong>&lt;br&gt;Your Covidien customer number will be replaced by a Medtronic customer number.</td>
<td>If you are already a Medtronic customer, you will use your current Medtronic customer number to purchase ClosureFast, VenaSeal and related superficial venous disease products beginning November 25, 2019. &lt;br&gt;&lt;br&gt;If you are not currently a Medtronic customer, a new customer number will be assigned to you later this month.</td>
</tr>
<tr>
<td><strong>Payments</strong></td>
<td>Payments for invoices dated November 25, 2019 or later should be mailed to the following address: &lt;br&gt;Medtronic USA, Inc. 4642 Collection Center Dr. Chicago, IL 60693-0046 &lt;br&gt;&lt;br&gt;If you would prefer to pay your account by wire or ACH for invoices dated November 25, 2019 or later, the information is as follows: &lt;br&gt;Swift: BOFAUS3N &lt;br&gt;ABA-Wire: 026009593 &lt;br&gt;ABA-ACH: 122000030 (CTX Format Preferred) &lt;br&gt;Acct No.: 1233336398 &lt;br&gt;Acct Name: Medtronic USA, Inc. &lt;br&gt;Bank Name: Bank of America &lt;br&gt;&lt;br&gt;If you have any questions or concerns related to payments or invoicing, please contact your Medtronic Credit Representative at 1-800-511-0934.</td>
</tr>
<tr>
<td><strong>Purchase Orders</strong>&lt;br&gt;You will need to update information on your POs.</td>
<td>Please make all Purchase Orders dated on or after November 25, 2019 payable to Medtronic USA, Inc. &lt;br&gt;&lt;br&gt;Your vendor records for purchases should also be changed to Medtronic USA, Inc., Federal Tax I.D. No. 41-1493213.</td>
</tr>
<tr>
<td><strong>Contracts and Pricing</strong>&lt;br&gt;Your contracts will remain in effect through the remainder of their terms. No amendments, assignments, or other modifications to those contracts are necessary. Pricing and rebates, if any, will continue in accordance with the terms and</td>
<td>All contracts signed from November 25, 2019 and later will be in the name of Medtronic USA, Inc. &lt;br&gt;&lt;br&gt;With the transition to SAP, endoVenous orders will no longer have a minimum order requirement. &lt;br&gt;&lt;br&gt;Please send all pricing requests and questions to your sales representative. If you need your sales representative’s contact information, please call endoVenous Customer Service at: &lt;br&gt;▪ 800-962-9888 (until November 25, 2019)</td>
</tr>
<tr>
<td>Overview of Changes</td>
<td>Specific Information</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>conditions of your existing contracts.</td>
<td>▪ 800-716-6700 (beginning November 25, 2019)</td>
</tr>
</tbody>
</table>

**Service, Repair and Technical Assistance**

Information about changes to Service, Repair and Technical Assistance will be provided in later this month.

Customers may experience a slight delay in return of serviced equipment after November 25, but we anticipate the disruption will be minimal.

**Invoices, Order Acknowledgements and Other Billing Documents**

We will change the format of our invoices, order acknowledgements and other billing documents.

No changes will be required from customers. We will provide you examples of our new invoice and order acknowledgement formats later this month.

**Customer Service**

dendoVenous Customer Service will move to Medtronic’s facility in Minneapolis, MN.

Customer Service contact information **until November 25:**

- **Phone** 800-962-9888
- **Fax** 800-637-9775
- **Email** RS.CovidienCustomerService@Medtronic.com
- **Hours** 8 AM to 6:30 PM Eastern Time

Customer Service contact information **beginning November 25:**

- **Phone** 800-716-6700
- **Fax** 877-697-4841
- **Email** rs.cusvasorders@medtronic.com
- **Hours** 7 AM to 7PM Central Time

**Sales Representative**

No changes.

You will continue to work with your current sales representative. If you need your sales representative’s contact information, please call dendoVenous Customer Service at:

- 800-962-9888 (until November 25, 2019)
- 800-716-6700 (beginning November 25, 2019)
LETTER TO MEDTRONIC GASTROINTESTINAL AND HEPATOLOGY (GIH) CUSTOMERS

Medtronic

September 16, 2019

Regarding product orders with:
Covidien Sales LLC, dba Given Imaging
3555 Koger Blvd, Suite 200
Duluth, GA 30096   EIN
02-0502162

Dear [NAME],

The Minimally Invasive Therapies Group (MITG) of Medtronic (formerly Covidien) intends to transition our legacy Covidien businesses (which includes Covidien Sales LLC, dba Given Imaging) to the Medtronic Enterprise Resource Planning (ERP) technology platform, called Centerpiece SAP®. This transition will take place on November 25, 2019.

Our transition to the Centerpiece SAP® will result in changes to your customer account number, Order Direct portal, payment address, and updates to several product codes and units of measure.

We are writing you now to provide you a high-level overview of the transition plan:

✦ Orders will be accepted through current systems until 5 p.m. EST, Friday, November 22, 2019.
✦ Orders will be shipped through current systems through Friday, November 22, 2019.
✦ We will transition to the Centerpiece SAP® system over the weekend of November 23–24, 2019.
✦ We will automatically convert open orders and backorders to the Centerpiece SAP® system.
✦ We will begin accepting and shipping orders through the new system beginning 8 a.m. EST, Monday, November 25, 2019.
✦ Prior to the transition, you will receive a Medtronic Centerpiece customer number — if you don’t already have one — that you will need to use beginning November 25, 2019.
While MITG/Covidien will transition to the Medtronic Centerpiece SAP® system, it is important to note:

- MITG/Covidien Sales LLC, dba Given Imaging will continue to invoice you separately from other Medtronic divisions.
- Even after the transition, please do not consolidate your MITG/Covidien Sales LLC, dba Given Imaging supplier ID with any other Medtronic supplier IDs.

Because many customers order a wide range of products from MITG/Covidien, you may receive more than one copy of this letter.

Overview of Actions You Will Need to Take by November 25

<table>
<thead>
<tr>
<th>CHANGES</th>
<th>ACTIONS REQUIRED</th>
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<tbody>
<tr>
<td><strong>Placing Orders</strong>&lt;br&gt;Effective November 25, 2019, the process for ordering MITG products will change. We will automatically convert any orders that are open on November 25 to our new system.</td>
<td><strong>GHX Orders</strong>&lt;br&gt;+	If you are a GHX customer, GHX will send you a communication detailing the necessary changes.</td>
</tr>
<tr>
<td><strong>NOTE:</strong> After November 25, you will continue to submit orders for Covidien Sales LLC, dba Given Imaging products separately from Medtronic products. Please do not group your Covidien Sales LLC, dba Given Imaging order with other Medtronic orders.</td>
<td><strong>Order Direct Orders</strong>&lt;br&gt;Customers will need to transition from Order Direct to Medtronic Connect for secure, online 24/7 access to ordering, inquiries, and invoice copies. We will provide you with the new URL and login information in October.</td>
</tr>
<tr>
<td><strong>Customer Service Orders (Phone, Fax, Email)</strong>&lt;br&gt;The Customer Service order process will remain the same. Below is the contact information:</td>
<td><strong>Customer Number</strong>&lt;br&gt;Your Covidien customer number will be replaced by a Medtronic customer number.</td>
</tr>
<tr>
<td>+ Phone: 1-800-448-3644&lt;br&gt;  Select option 2, option 2 for Customer Service</td>
<td>+ You will receive your customer number in subsequent communications and will use this number to purchase MITG/ Covidien Sales LLC, dba Given Imaging products beginning November 25, 2019. If you are not currently a customer of other Medtronic products, you will receive a new Medtronic customer number in October.</td>
</tr>
<tr>
<td>+ Fax: 1-800-662-0510</td>
<td>+ Email: <a href="mailto:gi-usacustomer@medtronc.com">gi-usacustomer@medtronc.com</a></td>
</tr>
<tr>
<td>+ Email: <a href="mailto:gi-usacustomer@medtronc.com">gi-usacustomer@medtronc.com</a></td>
<td></td>
</tr>
<tr>
<td>NOTE: Even after November 25, you will continue to order MITG/Covidien products separately from Medtronic products.</td>
<td></td>
</tr>
</tbody>
</table>

| **Payments** | After November 25, 2019, all MITG/Covidien payments should be paid using your current payment method to the following address: Covidien Sales LLC 4642 Collection Center Dr. Chicago, IL 60693-0046  
If you pay your account by wire or Automated Clearing House (ACH), please use the following banking information:  
Swift USD: BOFAUS3N  
Swift FX: BOFAUS6S  
ABA-Wire: 026009593  
ABA-ACH: 111000012 (CTX Format Preferred)  
Acct No.: 4451331560  
Acct Name: Covidien Sales LLC  
Bank Name: Bank of America  
Remittance to: rs.cashapplicationinbox@medtronic.com  
If you have any questions or concerns related to payments or invoicing, please contact your Medtronic credit representative at 1-800-511-0934. |

| **Purchase Orders** | No action required. |

| **Product Numbers and Units of Measure** | We will provide additional details to you — including files with new product numbers and units of measure — in October.  
**NOTE:** Due to duplicate MITG/Covidien and Medtronic product codes, some Covidien codes will now include a dash in the product code. |

| **Contracts and Pricing** | The rules for MITG/Covidien accounts with minimum spending requirements will remain in place. If an order does not meet the minimum spend, the minimum order charge will apply.  
MITG/Covidien will reach out to you if these changes require contracts to be updated with the new information.  
Please send all pricing requests and questions to your sales representative. If you need your sales representative’s contact information, please call MITG/Covidien Sales LLC, dba Given Imaging Customer Service at 1-800-448-3644 Option 2, option 2. |
| **Service, Repair, and Technical Support** | Service call center technical support and requests for equipment service will not change. Please continue calling or emailing the service group(s) you’re already contacting based on your MITG product line. You will continue to provide the same product and/or serial number information when contacting our service call centers. For your reference, here are the support numbers by product line:  
Gastrointestinal and Hepatology  
Phone: 800-448-3644, option 3  
Health Informatics and Monitoring (Vital Sync™ systems) Phone: 800-497-4968  
Interventional Lung Solutions (superDimension™ navigation systems) Phone: 877-501-8737  
Patient Monitoring and Airways  
Phone: 800-255-6774, option 1  
Respiratory Interventions (Ventilation)  
Phone: 800-255-6774, option 4  
Surgical Innovations  
- Valleylab™ energy platforms, TruClear™ and Situate™ systems Phone: 800-962-9888, option 1  
- Visionsense, Sonicision™ devices, Signia™ systems Phone: 800-255-6774, option 2  
Customers may experience a slight delay in return of serviced equipment after November 25, but we anticipate minimal disruption.  
All customers using Covidien Connect to track service and repair status will need to use Medtronic Connect after November 25. |
| **Invoices, Order Acknowledgements and Other Billing Documents** | No changes will be required from customers. We will provide you examples of our new invoice and order acknowledgement formats in October. |
| **Product Returns** | All returned goods received at our Duluth, GA Distribution Center on or after Wednesday, November 20, will be held for processing until Monday, November 25. |
| **Customer Service** | You can continue to reach Covidien Sales LLC, dba Given Imaging Customer Service at 1-800-448-3644, Option 2, Option 2. |
**MITG/Covidien Sales Representative**

You will continue to work with your current sales representative. If you need your sales representative’s contact information, please call Covidien Sales LLC, dba Given Imaging Customer Service at 1-800-448-3644, Option 2, option 2.

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**Note that the Medtronic Cardiac and Vascular Group’s (CVG) endoVenous business will also move to Centerpiece SAP®, the standard Medtronic technology platform. Unlike MITG/Covidien orders, orders for endoVenous products (ClosureFast, VenaSeal, and related superficial venous disease products) can be grouped with other Medtronic orders after the transition and may be ordered from endoVenous Customer Service at 800-716-6700 after November 25, 2019.**

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We are committed to providing information and support to help you through this transition. We will provide more detailed instructions as we get closer to implementation to help ensure you are prepared for the change. We’ll also be available to answer your questions throughout the process, including discussing whether you have ample product stock before the transition.

We have been preparing for months to ensure a smooth transition by developing detailed plans and testing for this changeover. Our shared commitment to serving our patients remains our top priority. Please contact Customer Service, 1-800-448-3644, option 2, option 2, if you have any questions. As always, thank you for your continued partnership.

Sincerely,

Chad Munier
Director, Commercial Operations
LETTER TO MEDTRONIC INTERVENTIONAL LUNG SOLUTIONS (ILS) CUSTOMERS

October 2019

Regarding product orders with:
Interventional Lung Solutions of Medtronic
161 Cheshire Lane Suite 100
Plymouth, MN 55441
EIN 02-0502162

Dear Valued Customer,

The Minimally Invasive Therapies Group (MITG) of Medtronic (formerly Covidien) intends to transition our legacy Covidien businesses to the Medtronic Enterprise Resource Planning (ERP) technology platform, called Centerpiece SAP®. Interventional Lung Solutions will be included in this transition. This transition will take place on November 25, 2019.

Our transition to the Centerpiece SAP® will result in changes to your customer account number, our Electronic Data Interchange (EDI) URL address, Covidien Connect self-service portal, payment address, and updates to several product codes and units of measure.

We are writing you now to provide you a high-level overview of the transition plan:

▪ Orders will be accepted through current systems until 5 p.m. EST, Friday, November 22, 2019.
▪ Orders will be shipped through current systems through Thursday, November 21, 2019.
▪ We will transition to the Centerpiece SAP® system over the weekend of November 23-24, 2019.
▪ We will automatically convert open orders and backorders to the Centerpiece SAP® system.
▪ We will begin accepting and shipping orders through the new system beginning 8 a.m. EST, Monday, November 25, 2019.
▪ Prior to the transition, you will receive a Medtronic Centerpiece customer number — if you don’t already have one — that you will need to use beginning November 25, 2019.

While MITG/Covidien will transition to the Medtronic Centerpiece SAP® system, it is important to note:
▪ Interventional Lung Solutions will continue to invoice you separately from other Medtronic divisions.
▪ Even after the transition, please do not consolidate your supplier ID with any other Medtronic supplier IDs.
Because many customers order a wide range of products from Medtronic, you may receive more than one copy of this letter.

**Overview of Actions You Will Need to Take by November 25**

<table>
<thead>
<tr>
<th>CHANGES</th>
<th>ACTIONS REQUIRED</th>
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| **Placing Orders**  
Effective November 25, 2019, the process for ordering MITG products will change. We will automatically convert any orders that are open on November 25 to our new system. | **Customer Service Orders (Phone, Fax, Email)**  
The Customer Service order process will remain the same. Below is the contact information:  
- Phone: 1-888-586-4767  
- Select option 1 for customer service  
- Fax: 1 - 866-706-9639  
Email: ILSCustomerservice@medtronic.com |
| **Customer Number**  
Your Covidien customer number will be replaced by a Medtronic customer number. | You will receive your customer number in subsequent communications and will use this number to purchase Interventional Lung Solutions products beginning November 25, 2019.  
If you are not currently a customer of other Medtronic products, you will receive a new Medtronic customer number in October.  
**NOTE: Even after November 25, you will continue to order MITG/Covidien products separately from Medtronic products.** |
| **Payments** | After November 25, 2019, all MITG/Covidien payments should be paid using your current payment method to the following address:  
Covidien Sales LLC d/b/a superDimension  
4642 Collection Center Dr.  
Chicago, IL 60693-0046  
If you pay your account by wire or Automated Clearing House (ACH), please use the following banking information:  
Swift USD: BOFAUS3N |
| **Swift FX:** | BOFAUS6S  
| **ABA-Wire:** | 026009593  
| **ABA-ACH:** | 111000012 (CTX Format Preferred)  
| **Acct No.:** | 4451331560  
| **Acct Name:** | Covidien Sales LLC  
| **Bank Name:** | Bank of America  
| **Remittance to:** | rs.cashapplicationinbox@medtronic.com |

If you have any questions or concerns related to payments or invoicing, please contact your Medtronic credit representative at 1-800-511-0934.

| **Purchase Orders** | There will be no changes to MITG/Covidien Purchase Orders.  
| **No action required.** |
| **Product Numbers and Units of Measure** | To meet new system requirements, we will change product numbers and units of measure for many of our MITG/Covidien products.  
| **We will provide additional details to you — including files with new product numbers and units of measure — in October.** |
| **Contracts and Pricing** | Your contracts will remain in effect through the remainder of their terms. Pricing and rebates, if any, will continue in accordance with the terms and conditions of your existing contracts.  
| **After November 25, all rebates will be paid via ACH instead of checks.**  
| **The rules for MITG/Covidien accounts with minimum spending requirements will remain in place. If an order does not meet the minimum spend, the minimum order charge will apply.**  
| **MITG/Covidien will reach out to you if these changes require contracts to be updated with the new information.**  
| **Please send all pricing requests and questions to your sales representative. If you need your sales representative’s contact information, please call Interventional Lung Solutions Customer Service at 1-888-586-4767** |
| **Service, Repair, and Technical Support** | Service call center technical support and requests for equipment service will not change. Please continue calling or emailing the service group(s) you’re already contacting based on your MITG product line. You will continue to provide the same product and/or serial number information when contacting our service call centers. For your reference, here are the support numbers by product line:  
| **Interventional Lung Solutions (superDimension™ navigation systems)**  
| **Phone:** | 877-501-8737 |
Invoices, Order Acknowledgements and Other Billing Documents
We will change the format of our invoices, order acknowledgements, and other billing documents.

No changes will be required from customers. We will provide you examples of our new invoice and order acknowledgement formats in October.

Product Returns
All returned goods received on or after Wednesday, November 20, will be held for processing until Monday, November 25.

Customer Service
There is no change to MITG/Covidien customer service.

You can continue to reach Interventional Lung Solutions Customer Service at 1-888-586-4767.

MITG/Covidien Sales Representative
You will continue to work with your current sales representative. If you need your sales representative’s contact information, please call Interventional Lung Solutions Customer Service at 1-888-5864767

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Sincerely,

Medtronic