

**Good Morning**

We have received a further update and letter of explanation from Olympus, which I have attached for your reference.

Essentially, Olympus has announced the suspension of all services to the Dictation Portal (server) until Sunday, 7<sup>th</sup> June for maintenance purposes.

We are very aware of the impact this will have, especially for those who have sent dictations over the last few days which have not yet been delivered. We have hurriedly put together a User's "Help Sheet" to offer advice on retrieving files in the "Sent" folder and some alternative dictation solutions.

We are in unprecedented times dealing with situations which are outside our normal. For me, the ramifications of Covid-19 has delivered a situation I have never experienced in my 34+ years of distributing Olympus Dictation products in NZ. I can only offer my sincerest apologies and our ongoing support to you, our very valued customer.

Regards

Dawn Riley  
Managing Director  
Dictation Distributors Limited