

June 12th, 2020

Dear Olympus Dictation Customers,

Subject: Olympus Dictation Service

We deeply apologise for the inconvenience caused by the outages of the Service over the past three weeks. As we all are experiencing, lockdown due to the COVID-19 has increased the demand for remote work and this in turn has significantly increased traffic beyond our estimates, causing the system to go down.

To ensure that the service remains operating under ever increasing traffic or any other unexpected situation, Olympus will put in place the following measures:

- 1. Increase capacity on the ODDS to ensure the system can cope with ever increasing demand.**
- 2. Make Improvements to the backup/redundancy processes to maintain system continuity.**
- 3. Introduce increased monitoring processes to the Server.**
- 4. Implement a function to notify end users through the App and/or Email notification in case the Service is down or compromised in any way.**

We are committed to providing a reliable and sustainable service and the measures listed above will strengthen the stability of the system for all our customers.

Once again, we apologise for any inconvenience caused by the recent service outages and we look forward to updating you further on the progress of the above measures.

Sincerely yours,



Ichiro Igari
Director
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Imaging Business Unit
Olympus Corporation