



Patient Name
Address 1
Address 2
Town
Postcode

Pump Serial Number:

Pump Warranty Date:

October 2019

IMPORTANT PRODUCT INFORMATION: ANIMAS CLOSURE

Dear Animas Patient,

As you will be aware from our previous communications Animas LLC has discontinued the manufacture and sale of Animas® Vibe® insulin pumps and is in the process of closing operations and exiting the insulin pump business globally. Animas has been working to transition all patients to an alternative insulin delivery system.

As we move beyond September, we are writing to inform you of some important updates:

- **Animas will no longer be able to replace any faulty pumps after 1st January 2020**
- Animas Customer Technical Support will move to new opening hours of 8am-5pm (Monday to Friday only) as of 1st October 2019
- Reminder: Animas consumable supply ceased as of 30th September 2019

We have written to your healthcare provider to inform them of these changes. If you are still using an Animas® Vibe® pump it is important that you contact your healthcare provider as soon as possible to discuss transitioning to an appropriate alternative system to ensure the continuation of your insulin therapy.

If you have any questions, please contact us on 01494 552028.

We remain grateful for your trust, confidence and loyalty and for the opportunity to have helped you with your diabetes care.

Sincerely,

A handwritten signature in black ink that reads "Tina Williams".

Tina Williams
Customer Operations Manager