

April 10, 2020

To: Valued Natus Customers

SUBJECT: Coronavirus Update

Dear Valued Natus Customer,

The coronavirus (COVID-19) outbreak continues to evolve as does the related impact on local and global health and related economies. We at Natus are working hard to monitor the situation closely and assess any impact on supply and daily operations.

Product Availability:

Natus sources and supplies products and components to and from locations around the globe that are impacted by the virus. We are actively managing the situation to minimize any impact through regular direct communications with our suppliers and logistic partners. Our teams are working through the challenges due to travel restrictions and various stay-at-home orders in place in most locations. This has caused material and capacity issues with some of our suppliers. We have been proactively communicating with our suppliers and logistic partners to ensure they continue to support Natus and our customers to minimize any impact to our operations.

Though we are making every effort to minimize the impact, we do anticipate some level of disruption that will cause shipment delays to our customers for some products. Our Sales and Customer Service teams will communicate any specific issues as they arise, including actions that are being taken to resolve disruptions.

Service and Support:

Natus is committed to providing excellent customer service and support. Our Service team is working hard to navigate the evolving restrictions imposed by COVID-19 to maintain the same levels of service and support to our customers. We anticipate being able to provide uninterrupted hotline support through our established customer service and technical support teams and will continue to provide in-person engagement when necessary, compliant with local, state and national governmental and customer guidelines. In addition, we are providing virtual support whenever possible in the interest of minimizing customer and employee contact and potential exposure.

Cleaning and Disinfection:

Recommendations for cleaning and disinfecting Natus equipment are included in the product Instruction for Use (IFU). Please refer to this information as you implement efforts to control the spread of COVID-19 in your facility.

Thank you for your understanding and cooperation as we monitor and navigate this important global health issue.

Best Regards,

Natus Medical Incorporated