

Post-registration update email to patients

Subject line: Update on your Philips registration

Thank you again for taking the time to register your device, ensuring that your information is in our system.

As a reminder, your confirmation number is: XXXXXXXX

Currently, we are processing the more than 2 million registrations that have been received and are actively working with global competent authorities on the remediation process. Our organization is working diligently to replace or repair devices as soon as possible. That process is underway, working towards the goal of completing this global effort within a 12 month timeframe.

You will receive updates about what you can expect on a regular basis. In the meantime, please speak to your doctor concerning your therapy options. This is an important step as every patient scenario can vary and we respect the relationship between you and your physician regarding your personalized care.

Please visit [Philips.com/src-update](https://philips.com/src-update) for more information and continued updates, including the latest answers to frequently asked questions (FAQs).

Our commitment to patient care is at the heart of everything we do. We sincerely apologize for this disruption and are dedicated to supporting you throughout this process.

Thank you.