



Marlon Thompson
Divisional Vice President
U.S. Commercial Operations
Point of Care Diagnostics

Abbott
Point of Care Diagnostics
400 College Road
Princeton, NJ 08540

Dear Valued Customer,

On behalf of Abbott, thank you for your partnership and *i-STAT System* use. Knowing patients are at the center of everything you do, Abbott is dedicated to delivering the best point-of-care testing to meet your needs and enhance the care you provide.

In addition to your partnership, we appreciate your feedback, which we are acting on. We are working to further improve your customer experience, expand training tools and strengthen our communications. As part of this, the Point of Care Diagnostics team is:

- **Providing updated learning resources** to help train users and manage compliance more seamlessly. Stay tuned for a range of new resources to support your use of *i-STAT System* – within the next month!
- **Sharing timely information** and communicating with more urgency about updates to our portfolio that are relevant to you, your patients and your organization.
- **Using multiple means to reach you**, such as email, phone or in-person meetings.

Our Point of Care Diagnostics team is also investing in supply chain and manufacturing improvements, clinical innovation and evidence generation to further build on your customer experience. As we continue to evolve, we will communicate and underscore to you our focus on quality, innovation and compliance.

If you have any feedback, please email
apoc_productupdates@abbott.com (or via the QR code):

Sincerely,

A handwritten signature in black ink, appearing to read 'Marlon Thompson', written over a white background.

Marlon Thompson
Divisional Vice President, U.S. Commercial Operations, Point of Care Diagnostics

