



**Date: June 26, 2025**

**To: NEUWAVE™ US Customers**

**From: NEUWAVE™ US Sales Leadership Team**

**Subject: NEUWAVE™ US Business Update**

**Dear Valued US Customer,**

We hope this message finds you well. As a follow-up to the letter sent on April 3<sup>rd</sup>, we want to provide you with important updates regarding the planned discontinuation of the NEUWAVE business and our ongoing commitment to support you throughout this process.

Following the customer notification, J&J MedTech heard feedback from customers who requested to have future access to this technology. Given the extent of this feedback, J&J MedTech is exploring potential strategic alternatives to discontinuing the business. Although J&J MedTech Surgery's decision to exit the market remains final, rest assured, we will keep customers informed of any developments as soon as practical.

We would also like to take this moment to thank you for your partnership over the past few months and recognize the efforts of our NEUWAVE Account Management Team, who are working diligently to address your needs and concerns during this time.

**US Support Options:**

- **NEUWAVE Account Management Team & Clinical Concierge Service:** Our team is available to provide clinical and technical assistance. The NEUWAVE Clinical Concierge is our virtual procedure support tool designed to offer comprehensive guidance from our experienced Clinical Specialists that can work around your schedule. You can easily reserve virtual sessions for expert assistance before or during your ablation procedures or for in-servicing needs at [VirtualAblation@its.jnj.com](mailto:VirtualAblation@its.jnj.com).
- **Capital Buyback Program and Transition Support:** As we navigate the business discontinuation and explore potential strategic alternatives, we will be providing updates to commercial programs that support those efforts. Current timing has us communicating further details later this summer regarding any customer-owned capital buyback program and other initiatives designed to support you during this transition. We appreciate your patience and understanding as we work through these considerations.
- **Contract Navigation Support:** Our NEUWAVE Account Management Team is here to assist you in navigating existing contracts related to probe purchases, capital, and service

agreements. Our Account Management Team will continue to work with you and your facilities to terminate and/or extend your existing agreements in line with your current thinking. Additionally, our returns policy will be updated, and probes will no longer be eligible for return starting August 22, 2025.

We sincerely appreciate your understanding and partnership during this period. If you have any questions or require further assistance, please do not hesitate to reach out. Please continue to reach out to your existing Account Management Team for more information or send an email inquiry to [neuwaveinfo@its.inj.com](mailto:neuwaveinfo@its.inj.com) so that we can triage and support your requests.

Thank you for your continued trust in J&J MedTech.

Sincerely,

**NEUWAVE US Sales Leadership Team**

\*The content of this letter is applicable and intended for US NEUWAVE Customers only.