

Dear Doctor,

Midmark recognizes that the digital impressions segment of the dental imaging market is rapidly changing. Our research has shown that today's intraoral scanning devices are inextricably linked to clear orthodontic aligners and creating partnerships with these aligner manufacturers has become increasingly challenging.

Based on this research, we have made the very difficult decision to cease the sale and support of the True Definition™ Intraoral Scanner, effective immediately. To ensure the least amount of disruption to your practice, the solution will remain usable until August 1, 2022. Beginning August 1, 2022, the Connection Center will be deactivated, and you will no longer be able to use the scanner or access your cases. If needed, to receive a download of your cases before August 1st, see details below under Case Downloads.

Effective Dates:

- *March 8, 2022:* End-of-sale date for True Definition scanners. This end of sale includes no activations for third-party sales.
- *August 1, 2022:* All existing True Definition scanners will be deactivated, and the scanners will no longer be functional.

Products Impacted:

- True Definition Cart Systems
- True Definition Mobile Systems

Service Support:

- Service of True Definition will continue through July 31, 2022, or as parts are available.

Subscription Billings:

- Monthly data and service plans will continue to be billed through July 31, 2022, unless you choose to cancel earlier.
- Annual data and service plan renewals that are scheduled to bill between March 2022 and July 2022 will be moved to a monthly billing cycle until July 31st or until the account is canceled, whichever comes first.

Cancellations and Reimbursements:

IMPORTANT: For all communications to Midmark Customer Experience, please include the account name, the name of the primary doctor on the account and the serial number for each scanner. This information will help us provide faster service.

- If you have prepaid an annual plan, you may be eligible to receive credit for unused months. Please contact Midmark Customer Experience at intraoralscanner-CX@midmark.com.
- If you wish to cancel a data or service plan prior to July 31, 2022, please submit your request in writing to intraoralscanner-CX@midmark.com.

Case Downloads:

- Cases created between August 1, 2019, and July 31, 2022, can be requested for download. Your request must be received by August 1, 2022, and should be sent via email to intraoralscanner-TS@midmark.com. Case files will not be available after August 1, 2022.
- Please include the following in your email:
 - Subject Line: Request to Download Cases
 - Practice name
 - Name on the account
 - Serial number of each scanner
 - File type requested (e.g., STL, 3Shape, UDX, etc.)
 - Date range of cases requested (must be between August 2019 and July 2022)

Midmark greatly appreciates your partnership and the dedication you bring to providing your patients with the best possible care. If you have any questions about this announcement, please contact your Midmark Authorized Dealer or Midmark Customer Experience at intraoralscanner-CX@midmark.com.

Designing better care.®

Ted Kehagias
Vice President of Dental Sales