

## Discontinuation of Sof-sensor<sup>®</sup> Glucose Sensor

September 30, 2015

Dear Parent/Guardian,

We are reaching out to you today to inform you that on December 1<sup>st</sup>, 2015, the Sof-sensor glucose sensor will be discontinued. Please note that this discontinuation does not concern the safety or performance of Sof-sensor.

As of December 1<sup>st</sup>, 2015, we will no longer sell a CGM (continuous glucose monitoring) sensor approved for use with the following:

- 1) MiniMed<sup>®</sup> Paradigm<sup>®</sup> REAL-Time insulin pump
- 2) MiniMed<sup>®</sup> Paradigm<sup>®</sup> REAL-Time Revel<sup>™</sup> insulin pump
- 3) MiniMed<sup>®</sup> Guardian<sup>®</sup> REAL-Time Continuous Glucose Monitoring System
- 4) Pediatrics under the age of 16

Our records show your child may currently be using Sof-sensors with one of the above products, and that he/she is under the age of 16. Although Medtronic will no longer be able to provide Sof-sensors after December 1<sup>st</sup>, 2015, a MiniMed Paradigm pump can continue to be used as a standalone insulin pump. Our 24-Hour HelpLine team will also continue to provide technical support for Sof-sensors for as long as you need us.

We understand that CGM is an important part of your child's diabetes management, and we wish to offer our support and guidance during this transition:

- 1) Please reach out to your doctor to discuss your options. We have already notified all pediatric healthcare professionals about this discontinuation.
- 2) You may continue to use Sof-sensors while your supplies last. To provide our support during your transition, a specialized customer care representative will be reaching out to you in the coming days to check up on your remaining sensor supply, and to **provide you with an additional three (3) month supply of Sof-sensors at no cost to you.**
- 3) For more information, review our frequently asked questions at [www.medtronicdiabetes.com/notice3B](http://www.medtronicdiabetes.com/notice3B). Should you have any immediate questions or concerns, please contact our support line at 1.800.252.0207 Monday through Friday 8:00AM – 6:00PM Central Time.

Please know we did not reach the decision to discontinue Sof-sensor easily. As we prepare to pave the way for new products with improved therapeutic benefit, we must ensure only our most advanced CGM

sensor technology remains on the market. As a result, we have found it necessary to discontinue Sof-sensor, our oldest CGM sensor.

We value your loyalty and commitment to Medtronic, and are dedicated to partnering with you during this transition.

At your service,

Medtronic Diabetes

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## Questions and Answers

### 1. Why am I getting this letter?

Our records show that you have ordered Sof-sensor in the past, and we are notifying you that we are discontinuing sale of this glucose sensor.

### 2. Why is Sof-sensor not being sold anymore?

We know it is disappointing when a product is no longer available and we do not make the decision to discontinue a product lightly. Please note that this discontinuation does not concern the safety or performance of Sof-sensor. We are committed to introducing new technologies with advanced therapeutic benefits. In order to make our future technology available, we must ensure only our most advanced sensor technology remains on the market. As a result we have found it necessary to discontinue Sof-sensor, our oldest CGM sensor, which was first released in 1999.

### 3. Do I need to stop using Sof-sensors right now?

No, we encourage you to continue using Sof-sensor while your supplies last. You can continue to purchase Sof-sensor until December 1<sup>st</sup>, 2015. Upon that date, we will no longer be selling Sof-sensor.

A specialized customer care representative will be reaching out to you in the coming days to check up on your remaining sensor supply. We wish to provide you with a three (3) month supply of Sof-sensors at no cost to you. If you have any immediate questions, please do not hesitate to contact our support line at 1.800.252.0207 Monday through Friday 8:00AM – 6:00PM Central Time.

### 4. Does Medtronic have an alternative glucose sensor for my child?

Unfortunately Medtronic does not have an alternative glucose sensor approved for people with diabetes who are under the age of 16 at this time. We encourage you to reach out to your healthcare provider to discuss options best suited for your child.