



March 15, 2020

Dear Doctor,

As we wrap up a tumultuous week surrounding COVID-19 and unprecedented actions taken by governments, public and private institutions, and businesses around the world, I want to assure you that the well-being of our employees, and you, your staff and your patients, is our top priority. As a medical device company, stringent health and safety procedures are ingrained in Align's manufacturing operations, treatment planning facilities, training centers and offices. We are taking extra precautions, but are confident in the safety of Invisalign aligners and iTero scanners.

We have added health and safety measures globally to reduce risks and mitigate the spread of the virus, while helping safeguard business continuity. This includes travel restrictions, work from home options, increased cleaning frequency, and staggered employee shifts and break schedules in our facilities. We are providing medical supplies such as masks, gloves, and hand sanitizer for certain impacted markets. We also donated RMB 1 million to the Chinese Red Cross Foundation to support its ongoing prevention and control efforts for the outbreak of the novel coronavirus. In addition, we have cancelled, postponed or adopted online formats for internal and external meetings, conferences and professional education.

We are also working to minimize disruptions to your businesses and to the experience your patients have with Invisalign treatment. We have learned a lot from our doctor partners and teams in the Asia Pacific region who have been navigating the impact of COVID-19 for months, and we are applying their experience and insights across all regions. We have also heard directly from many of our customers across all regions, and I appreciate your suggestions and questions as we all work to manage this situation together.

Many doctors are using video calls and patient-submitted photos to help monitor patient progress, reduce in-office appointments, and ensure continuity of medical professional patient care during treatment. With that said, we realize this is an unusual and evolving situation and if you experience any disruption, please contact your sales representative or customer care – we're here to help.

While the COVID-19 situation continues to change rapidly, even daily, as do guidelines and restrictions from federal, state, and local governments and public health agencies, we see many opportunities to collaborate with you to reassure patients, manage ongoing cases, and explore new ways for you to conduct consultations, during these uncertain and unforeseeable times. Our teams are working around the clock to anticipate your needs, solve problems, and find new solutions that we will share with you as we can move them forward.

Finally, I want to remind all of you that we pull together in a crisis. While this situation is unprecedented, we've weathered business crises, natural disasters, and global health epidemics before. Please take care of yourselves, your families, your staff, and your patients. We will get through this together.

Please don't hesitate to contact us if there is anything we can do to help you during this difficult period for everyone.

Joe Hogan

President and CEO

Align Technology