



Medical Device Correction Investor FAQs

February 13, 2020

Does this mean you will replace all the current Omnipod DASH™ PDMs in the field?

- A software update is being developed to provide a solution for this issue and is expected to be available starting March 2020.
- We will provide new PDMs containing the software update to all Omnipod DASH™ users and we will contact them directly when we are ready to ship.
- From extensive testing and analysis, the likelihood of this sequence of events occurring is considered very low.

What is the potential impact and when will this happen?

- As noted above

How was this discovered and how quickly can you rectify the situation?

- Customer safety is Insulet's top priority.
- The situation with the Omnipod DASH™ System Bolus Calculator was identified through Insulet's ongoing product quality monitoring process.
- It is important to note that no injuries have been reported.
- A software update is being developed to provide a solution for this issue and is expected to be available starting in March 2020.
- We will provide new PDMs containing the software update to all Omnipod DASH™ users and we will contact them directly when we are ready to ship.

How does this potentially impact your Horizon clinical trials and timing of launch?

- This Medical Device Correction is specific to the Omnipod DASH™ PDM and does not impact any other products.

Are you delaying rolling out DASH in Europe or will you move forward as planned?

- Insulet will maintain ongoing distribution of the Omnipod DASH™ System in the UK, Netherlands, and Italy.
- Launching the Omnipod DASH™ System in additional EU markets will continue throughout the year with the updated Omnipod DASH™ PDM software.

Does it call into question entering the new countries you stated you plan to enter?

- There is no change to Insulet's publicly stated market expansion plans.

Will this Medical Device Correction have an impact on Insulet's financials?

- The Medical Device Correction is not expected to have a material impact on Insulet's 2019 financial results.

For additional information, please see the consumer FAQs at: <https://www.myomnipod.com/dash-pdm-correction>.