



We are changing some things. And we would like to chat with you about it.

Our team at Signifier Medical Technologies has been working hard behind the scenes to bring our eXciteOSA device (formerly known as Snoozeal) to as many people who suffer from Mild Obstructive Sleep Apnoea and Snoring as possible. It is with this in mind that we have spent the last few months redesigning our App and are proud to present you with the 2.0 version of the eXciteOSA App.

The eXciteOSA Smartphone App 2.0

Our new App includes features designed to improve your experience with the therapy. We have redesigned our interface to make the App more user-friendly and motivate you on what is an exciting but also a challenging journey towards better sleep. In addition, we have improved our progress tracking and added in-App chat assistance, so that you can reach out to the Signifier team whenever you need support.

The App will be released in the UK on Monday, March 29. Once you have opened the new App, please enter the following code, created specifically for our current users: 867530.

Please be advised that, due to strict GDPR adherence and data privacy regulations, your therapy session history will not be migrated into your new App. As such, you will need to

restart your journey with eXciteOSA. If you have any questions or concerns about this, please feel free to reach out to our team at support@signifiermedical.com or through the in-App chat.

The New Mouthpiece Regimen

To ensure quality, we continuously test the eXciteOSA device. Every day in fact. We followed the ISO 10993 series of standards and regulatory guidelines to evaluate the biocompatibility of the mouthpiece. This ensures we are managing any biological risk. We passed all of the tests.

When the regulatory bodies reviewed these test results, they concluded that our mouthpiece should have a maximum safe-use lifetime of 90 days. As a company producing a class IIa medical device, we have accepted the 90 day period as the standard for our safe-use period.

In essence, the mouth (oral cavity) is a highly corrosive environment; that is something we simply cannot control. Hence, in order to ensure that every patient has a consistent therapy experience, we also believe that 90 days is a reasonable functional use period.

Our new App will remind you when a new mouthpiece is required. The first time it will do this is approximately six weeks after your first therapy with our new App.

How We Will Support You

As we understand these are big changes, we want to assist you in making this transition as smooth as possible. We are therefore going to give you your first new mouthpiece completely free of charge. That is our gift to you for your ongoing commitment to your sleep health.

Please go to uk.eXciteOSA.com and use the following coupon code in the store to claim your free mouthpiece: **[contact us for more information about this]** with the email address you received this email at for your confirmation.

As an early adopter of eXciteOSA, your satisfaction with our therapy is a key priority for the team. Thank you for your continued support and we look forward to improving your quality of sleep further!

Best wishes,

The Signifier Medical Team