Masimo
52 Discovery
Irvine, CA 92618

May 9, 2025

Re: Masimo Network Disruption

Dear Valued Customers:

On April 27, 2025, Masimo Corporation (the "Company" or "we") identified unauthorized activity on the Company's on-premise network. Upon detection, we activated our incident response protocols and implemented containment measures, including proactively isolating impacted systems. We promptly commenced an investigation and are actively working to assess, mitigate, and remediate the incident with the assistance of third-party cybersecurity professionals. The Company has also notified and is coordinating with law enforcement.

As a result of the incident, certain of the Company's manufacturing facilities have been operating at less than normal levels, and the Company's ability to process, fulfill, and ship customer orders timely has been temporarily impacted. The Company has been working diligently to bring the affected portions of its network back online, restore normal business operations and mitigate the impact of the incident. The investigation of the incident remains ongoing, and the full scope, nature, and impact of the incident are not yet known.

In order to provide transparency to our customers, we have included below answers to some of the recurring questions we have received since we announced this incident. Please continue to submit questions to Masimo sales and customer service representatives.

Frequently Asked Questions:

Incident Investigation and Remediation

Q: *Can you provide any more clarity on the unauthorized activity on the on-premise network?*

A: Unit 42 by Palo Alto Networks, Inc. ("Unit 42") as directed by legal counsel on our behalf assisted with securing our network environment in connection with the incident. While the investigation is ongoing, the last evidence of unauthorized activity was observed on April 27, 2025, at 8:17pm PDT. The investigation found no evidence indicating that the unauthorized actor is still active in the Masimo environment.

Q: *What Masimo systems were affected by this incident? Am I putting my enterprise at risk if I communicate with Masimo electronically or interact with your ordering systems?*

A: As of May 8, 2025, Unit 42 has determined that the incident was confined to certain servers and workstations at specific on-premises locations. As of this same date, the investigation found no evidence to indicate that Masimo Cloud and SaaS environments, including those supporting email and video conferencing like Microsoft 365, order entry systems, SecureLink and Masimo SafetyNet, have been impacted.

Q: *What has Masimo done to remediate this incident, restore its network and prevent any further disruption?*

A: As part of the restoration, Masimo has been systematically working through a sanitization process which includes restoring or rebuilding each impacted system with an advanced detection and response solution enabled in blocking mode to contain any indicators of compromise ("IOCs") related to the incident.

As of May 8, 2025, Masimo has taken, or is in the process of taking, steps to secure its network environment in response to the incident, including the following:

- Proactively took down all potentially impacted servers and restored systems in a controlled and secure manner;
- Rebuilt core infrastructure components with enhanced security and monitoring;
- Deployed additional security monitoring tools with high protections enabled;
- Conducted automated and manual sweeps for known IOCs and other threats, including on assets used for remote customer support;
- Continued threat hunting and forensic analysis and review by Unit 42.

<u>Masimo Operations</u>

Q: *Is Masimo continuing to manufacture and ship product*?

A: While our ability to process, fulfill, and ship customer orders timely has been temporarily impacted, Masimo continues to manufacture and maintain inventory levels for our high-volume disposable LNCS and RD sensors.

Q: *What is the status of Masimo's automated ordering process?*

A: As a precaution, we temporarily disabled our automated process for order entry when the unauthorized activity on the our on-premise network was detected. We are now in the process of bringing that automated process back online. Until we are able to restore full functionality to the automated process, we are processing escalated orders manually to meet customer demand.

Q: *Are existing orders delayed or cancelled?*

A: We are not anticipating the cancellation of any orders. For customers purchasing through distributors, there should be no delays in shipment or shipment cancellations for high-volume products. Please contact your authorized distributor for more information. For customers ordering directly through Masimo using our automated process, orders received since April 27, 2025 are stored in the inbound queue and will be processed once our automated processes resume, which we currently expect no later than the week of May 12, 2025. For customers ordering outside our automated process, please contact customer service at (800) 326-4890 (option #1), to confirm your orders. We will prioritize and process orders received through emails and phone calls while we work to enable our automated process.

Q: *When do you expect to resume normal order fulfillment?*

A: We expect our automated order and fulfillment processes to resume no later than the week of May 12, 2025. If there is any change to this anticipated timing, we will provide further communications.

Q: *How can we receive the latest updates and escalate urgent orders?*

A: We will continue to provide communication through your Masimo sales and customer service representatives. Please continue to use them as your escalation point.