

**EFW-3443**

March 10, 2021

Dear Customer:

Our eFilm solutions have been flexible DICOM viewing tools for many customers over the past 25 years. Starting out as the first free medical imaging viewer, eFilm has evolved into many uses, including teaching, CD burning and QA back-up. However, the medical imaging market now contains many alternatives, and thus the eFilm user community has shrunk considerably.

Given this, we have decided to formally start the process to retire the product. This process has three important steps for you to understand today:

- 1- We will end development of new innovation releases on eFilm effective immediately. Development in support of maintaining eFilm will continue.
- 2- We will end sales of eFilm effective May 1, 2021 due to a regulatory requirement regarding ongoing CE marking of the product. After this date, we can no longer sell eFilm licenses of any kind. We will be working with you over the next months to ensure that you have the proper licenses prior to the end of sales date.
- 3- We are planning to end support for eFilm effective June 30, 2022. We will work with you to ensure that you have the proper support contracts in place through that date.

The decision to retire a product is never a simple task, and we want to be sure that you understand both the logistics and rationale behind this decision. We will be posting updates and answers to frequently asked questions on our eStore at <https://estore.merge.com>. Of course, you are always welcome to contact us directly as well, at [support@merge.com](mailto:support@merge.com), or (877) 741-5369.

Our top priority is your continued success. We look forward to working with you through this transition.

Sincerely,



Julie Pekarek  
Offering Management Executive