APP UPDATE NOTIFICATION – LINGO APP

Reference: ADC FA 1002-2026
Communication from Manufacturer

Dear Customer,

We are contacting you to let you know that an important security update is now available for Lingo App. We're asking you to update your app now.

This software update is required to maintain security of the Lingo App.

What You Need To Know

Updating your apps to the latest version addresses a potential security vulnerability affecting the Lingo app. As of 9th Oct 2026, **Abbott is not aware of any unauthorized access to a user's app in relation to this vulnerability, and there have been no reports of adverse events.**

In the unlikely event that this vulnerability was to be exploited, the app could display incorrect sensor glucose readings, which may cause users to experience delayed wellness goals. No treatment decisions should be made without consultation with the user's healthcare practitioner.

This communication is for the Lingo App only.

What You Need To Do

Immediately update your app to the latest version as listed below.

- Updating your app will not affect your current sensor session or cause you to lose existing data.
- You don't need to wait until your next sensor changes to update the app.
- You can continue using your current sensors as usual. No action is needed to be taken with your sensor.

Product	Impacted Software Versions	Corrected Software Versions
Lingo app	Versions 1.2.0 through 1.12.2	Versions starting with 1.12.3

How To Update Your App

- **Android:** Open the **Google Play Store** → tap your **Profile** icon (top right) → **Manage apps & device** → tap **Update** next to your Lingo by Abbott

- **Apple / iOS:** Open the **App Store** → tap your **Profile** icon (top right) → tap **App Updates** → tap **Update** next to your Lingo by Abbott

Note: If you see Open Instead of Update, you already have the latest version installed.

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How To Check Your Current App Version

Lingo app: Open the **Lingo app** → tap **My biosensor** (top right ⊙) → **About this biosensor** → make sure the **Software Version** starts with 1.12.3.

If you have additional questions or need to report problems experienced with the use of Lingo app, please call Lingo Customer Service at 0800 066 8320, available Monday - Friday from 9 a.m. to 5 p.m. Agents are also available through live chat at: support.hellolingo.com/hc/en-us/

Thank you for your attention.

Sincerely,
Abbott

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