URGENT MEDICAL DEVICE CORRECTION – LINGO BY ABBOTT 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 by Abbott app. We're asking you to update your app now.

This software update is required to maintain the security of Lingo by Abbott app.

What You Need To Know

Updating your app to the latest version addresses a security vulnerability affecting Lingo by Abbott app. As of 12th 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 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 vulnerability impacts Lingo by Abbott app only.

What You Need To Do

Immediately update your app to the latest version 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 change to update the app.
- You can continue using your current sensors as usual. No action is needed to be taken with your sensor.

Should future action be required, we will send additional notifications.

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Product	Impacted Software Versions	Corrected Software Versions	Unique Device Identification (UDI) *Located in the About this biosensor section in apps*
Lingo by Abbott app	Versions 1.6.1 through 1.12.2	Versions starting with 1.12.3	00357599850005 (Android App US) 00357599849009 (IOS App US)

How To Update Your App

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

- **Apple / iOS:** On your mobile device, 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.

How To Check Your Current App Version

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

We have notified the U.S. Food & Drug Administration. If you have additional questions or need to report problems experienced with the use of the Lingo by Abbott app, please call Lingo Customer Service at 1-888-764-7684, available seven days a week from 9 a.m. to 9 p.m. EDT. Agents are also available through live chat at https://support-us.hellolingo.com/hc/en-us/

Adverse reactions or quality problems experienced with the use of this product may be reported to the FDA's MedWatch Adverse Event Reporting program either online, by regular mail or by fax. Complete and submit the report online at www.fda.gov/medwatch. Regular Mail or Fax: Download form or call 1-800-332-1088 to request a reporting form, then complete and return to the address on the preaddressed form or submit by fax to 1-800-FDA-0178.

Thank you for your attention.
Sincerely,
Abbott

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