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Memo

November 9, 2009

TO: American Heart Association HeartCode ACLS Customers

FROM: American Heart Association Emergency Cardiovascular Care (ECC)

SUBJECT: HeartCode™ ACLS Anywhere and HeartCode ACLS System - Continuing Education Certificate Expiration for 2006 version

Beginning midnight on Dec. 31, 2009, students who successfully complete the 2006 version of HeartCode ACLS Anywhere or HeartCode ACLS System (product codes ending in 1450, 1451, 1462, 1458 or 1449) and try to print the CE Certificate and claim continuing education credit will find the 'Claim CME/CE Certificate' option **NO LONGER AVAILABLE**. This is due to the expiration of the CME/CE Certificates for the activity.

What this means to you as the customer:

If the Prepaid CD (1450/1451), License/Key (1458/1462) to activate the full course or System Version (1449) is used to successfully complete HeartCode ACLS, and CME/CE credits are not claimed before Jan. 1, 2010, you will not have the option to complete the task and claim the credits. Please make every attempt to successfully complete an activated course and claim the CE/CME credits before expiration, or contact your AHA distributor for other options related to unused items.

What you need to do:

Successfully complete the course and claim your CE/CME credits before Jan. 1, 2010. If you cannot or have an unused product that could be replaced, please contact your AHA distributor immediately for other options. Your distributor can replace your current product with an updated item that will allow you to complete the program and receive a continuing education certificate.

If you're using your current item, please understand that you will not be able to transfer any progress made to the updated item. If you are confident that you can complete the cognitive portion and print the continuing education certificate before the Dec. 31, 2009 deadline, that option will be available to you. If there is any doubt that all parts will be satisfied and you will not be able to complete the course and claim CE/CME, it is recommended that you do not start the course or stop taking the course immediately and contact your distributor for a replacement. Distributors will continue to honor replacements of the 2006 version until Jan. 31, 2010.

We apologize in advance for any inconvenience this may cause you. Thank you for your attention to this matter. If you have any questions, please contact your distributor immediately.

Sincerely,

American Heart Association ECC Team