



an update from CEO Bob Segert and Chief Customer Officer Bret Connor

We have some exciting and important news to share with you as a valued athenahealth customer. Yesterday, [athenahealth entered into a definitive agreement](#) to be acquired by affiliates of Bain Capital and Hellman & Friedman for \$17 billion. This affirms our position as the largest and most innovative provider of cloud-based electronic medical record and physician practice automation solutions across the U.S. healthcare continuum. This is a significant, exciting milestone for us in the evolution of our company and affirms the value of our efforts to solve some of the biggest challenges in healthcare.

Both Hellman & Friedman and Bain Capital have deep expertise in software and healthcare, and they believe in our team and in our vision. Our current management team will remain in place and continue to lead athenahealth. We are very excited to work with our new partners and take athenahealth to the next level. Most importantly, our new owners will help us accelerate the pace of change in healthcare, continue to support the delivery of leading clinical and financial outcomes, and allow us to focus on our vision... to create a thriving ecosystem that delivers accessible, high-quality, and sustainable healthcare for all.

It's important to remember that this is a deal signing, not a transaction closing. We expect that the proposed transaction will be completed in Q1 2022, but it is subject to regulatory approvals and a customary closing process.

We want to thank you for your business and faith in athenahealth. We know the decision to join our network was a big one. You are the reason that we exist as a company, and we remain committed to delivering innovative solutions and the same service to which you are accustomed. We are here to support you, and there will be no change to our focus on helping you succeed.

As always, if you have any questions, please feel free to reach out to your Customer Success Manager.

Sincerely,

Handwritten signature of Bob Segert in black ink.

Bob Segert
Chairman and Chief Executive Officer

Handwritten signature of Bret Connor in black ink.

Bret Connor
Senior Vice President,
Chief Customer Officer

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