

dexcom

Customer Advisory Council

A COMMITMENT TO OUR COMMUNITY





Safe Harbor Statement

This report contains “forward looking statements” that are based on our management’s beliefs and assumptions and on information available to management as of June 2, 2026. We intend for such forward-looking statements to be covered by the safe harbor provisions for forward-looking statements contained in the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements include information concerning our possible or assumed strategy and strategic priorities; future operating, potential growth opportunities, product launches and anticipated coverages; potential market opportunities; and the plans and objectives of management.

Forward-looking statements include all statements that are not historical facts and can be identified by terms such as “anticipates,” “believes,” “could,” “seeks,” “estimates,” “targets,” “guidance,” “expects,” “intends,” “may,” “plans,” “potential,” “predicts,” “prospects,” “projects,” “should,” “will,” “would,” or similar expressions and the negatives of those terms, although not all forward-looking statements contain these identifying words. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. We cannot guarantee that we will achieve the plans, intentions or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. We assume no obligation to update any such forward-looking statement after the date of this report or to conform these forward-looking statements to actual results.

The risks and uncertainties that may cause actual results to differ materially from our current expectations are more fully described in our annual report on Form 10-K for the year ended December 31, 2025, as filed with the Securities and Exchange Commission (SEC) on February 12, 2026, our most recent quarterly report on Form 10-Q for the quarter ended March 31, 2026, as filed with the SEC on April 30, 2026, and our other reports filed with the SEC.

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OUR MISSION

Empowering people to take control of health



A Letter from our CEO

Jake Leach

President and Chief Executive Officer

DEXCOM



To our community,

When I joined Dexcom more than 20 years ago as a product engineer, we were a small team guided by a bold belief: that people deserved a better way to manage their diabetes and overall health.

Over time, by listening closely to our users, we turned continuous glucose monitoring into the standard of care.

Many of our most meaningful innovations came directly from feedback from our community. One example is the Follow app, inspired by a parent who wanted to check their child's glucose levels without having to sit anxiously all day in the school parking lot.

As I step into the role of president and CEO this year, my highest priority is enhancing every aspect of our user experience, continuing to raise the standard we set for Dexcom and for the industry.

We will do this the same way we always have – by listening. To build on our continuous research and deepen our connection with users, in January we formed the Dexcom Customer Advisory Council. The council creates a direct, ongoing dialogue with the people who depend on our products every day including users, caregivers, healthcare professionals and community leaders.

We asked this group for candid, unfiltered feedback about what's working and what isn't. What we heard was clear and consistent: Dexcom has led the industry, set the global standard for CGM and is beloved and essential for the people who depend on it.

At the same time, we can always do better. Recent product reliability challenges and frustrating tech support experiences have created friction, placing a burden on the very people we exist to serve.

This report is a direct acknowledgment of what we have heard recently from the Council and our broader community. It also outlines the actions we are taking to address feedback, reflecting our commitment to earning and reaffirming trust every day.

Thank you for your ongoing feedback and for helping us define what comes next at Dexcom.

Council Membership

Council members were recruited through an open nomination process to ensure diverse representation, device experience and clinical background. Council members include Dexcom users, parents, registered dietitians, diabetes educators, physicians and community advocates from the United States, Canada, United Kingdom and Japan. Sessions were moderated by Vital Findings, an independent research firm, to ensure candid, unbiased feedback. The council will meet four times throughout 2026, with two sessions already completed.

Anita Swamy, MD

Healthcare professional

Daniel Katselnik, MD

Healthcare professional

Sufyan Hussain, MD

Healthcare professional

David Ahn, MD

Healthcare professional

Amish Parikh, MD

Healthcare professional

Takashi Murata, MD

Healthcare professional

**Diana Isaacs, PharmD, BCPS,
BCACP, BC-ADM, CDCES**

Healthcare professional

Jeff Hitchcock

Community advocate
and caregiver

Kamil Armacky

Community advocate
and Dexcom user

Scott Benner

Community advocate
and caregiver

Todd Boudreaux

Community advocate
and Dexcom user

Justin Eastzer

Community advocate
and Dexcom user

Jessica Casey

Community advocate
and Dexcom user

Binu Eapen

Community advocate
and Dexcom user

Dana da Silva

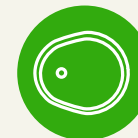
Community advocate
and caregiver

Niki Chesy

Community advocate
and Dexcom user

Jennifer Smith, RD, LD, CDCES

Healthcare professional



Users



Parents/caregivers



Dietitians



**Diabetes
educators**



**Healthcare
professionals**



**Community
advocates**

What we heard and our commitments to you.

Listening to our community has always been at the heart of Dexcom. From people living with diabetes to caregivers, healthcare professionals and community advocates, their voices continuously shape how we innovate and improve.

In recent months, we introduced the customer advisory council to gather even more feedback. Members were candid, thoughtful and clear about what's working, what's not and what's needed next. Here's what they told us.



Dexcom is essential but trust can't be assumed.

Council members shared that Dexcom is a life-changing technology. Many described it as something they depend on every day to feel safe, informed and in control of their health. At the same time, they told us that trust in Dexcom always needs to be earned through consistent product performance and an unmatched customer experience.



Dexcom has led the industry, but recent product challenges have created friction.



We heard clearly that when sensors don't work as expected the impact goes far beyond inconvenience. Because Dexcom data is used to make critical medical decisions, even occasional failures can create anxiety, fear, frustration and loss of confidence.

Customer support must reduce stress, not add to it.



Members were clear that support should feel empathetic, seamless and focused on helping – not an additional burden customers have to manage on top of everything else.

Customer support experiences can sometimes feel harder than they need to be. Council members reported repeating information multiple times across tech support channels and between agents, receiving unclear updates on the progress of their case status and interactions that didn't reflect the emotional stakes of diabetes management.

Sensor replacement policies need to be clear and compassionate.



Uncertainty exists around sensor replacement policies, causing confusion and anxiety around sensor supply. Council members weren't always sure:

- When replacements were covered
- Whether there were limits to the number of replacements
- Whether sensor placement or other factors could affect eligibility

In fact, some council members hesitate to report problems at all, worried they might jeopardize future support.

Clear communication builds confidence.

Acknowledging the problem matters nearly as much as the solution. One of the strongest messages received from the council was about communication. Members told us that when product issues arise, what is often most frustrating is not necessarily the issue itself but a lack of acknowledgement from Dexcom that the issue is real and that we are working day and night to fix it.



When it comes to product issues, our community wants more open communication.



Acknowledgment when something isn't working as expected.



Clear, plain-language explanations of what's known and what's still being investigated.



Broader communication, whenever possible, not limited to a small subset of directly impacted users.

Without this, people are left searching for answers elsewhere, which fuels frustration and uncertainty.

Council members told us they don't expect perfection. What they do expect is transparency. They want Dexcom to acknowledge when challenges arise and outline what is being done to address them, even when timelines for solutions aren't yet fully defined.

They shared that seeing behind the scenes – how products are tested, manufactured and improved – helps build and restore confidence.



Listening is only the first step. These are our commitments to you.

Based on feedback from the council and across our community, we are making the following commitments to you:

“ We have more work to do to be where we want to be. It's your feedback that helps us do that. ”

Grant Ovzinsky
VP of Product Management
DEXCOM

Product Performance



1 We are committed to delivering the best possible product by continuously improving the performance of every Dexcom sensor.

- We will enhance sensor accuracy and reliability in the near-term with several updates and enhancements across Dexcom's product portfolio. Over the longer term, G8, our next-generation sensor, will introduce breakthrough technology two decades in the making that will enable sensors to adapt in real time, reducing outliers.
- We will roll out an upgraded adhesive that strengthens sensor survivability across our product portfolio and improves wear experience for our users by the end of this year. Over the longer term, we anticipate further survivability gains with G8, enabled by its smaller form factor and advanced adhesive technology.
- We are working alongside our pump partners on a new Bluetooth antenna with the goal of improving pump integrations.

2 We are committed to reducing manufacturing variability, improving product quality as we scale significantly to reach all those who can benefit from Dexcom CGM.

- We will improve manufacturing processes to minimize sensor deployment issues to less than 1%.
- We will hire a chief product officer to accelerate customer-driven innovation.
- We have combined operations and quality leadership under a new EVP of operations to guide Dexcom through its next phase of growth.

3 If you do need to request a new Dexcom sensor, we are committed to making sure product replacements are much easier to come by.

- We will replace any sensor confirmed as a product failure without limit.
- We will offer a simple, self-service way to request replacements and track shipments through My Dexcom Account.

Customer Service



- 4** We are committed to raising the bar when it comes to customer service, making the experience more human, informed and responsive.
- **We will speed up resolution times and reduce friction.**
We will continue simplifying key journeys, so common issues are resolved at least 15% faster, with fewer handoffs and fewer steps.
 - **We will make self-service the easiest path to success.**
We will expand intuitive digital support so users can resolve needs quickly on their own, with less waiting and less rework.
 - **We will deliver personalization that feels human.**
We will use more context and background about the user to tailor interactions and reduce repetition while implementing additional diabetes knowledge and emotional intelligence trainings to help customers feel understood, building trust in every outcome.
 - **We will raise consistency across channels.**
We will align experiences, so customers get the same quality, clarity and care whether they engage digitally or with a Dexcom representative.
 - **We will improve proactively - based on customer truth.**
We will strengthen feedback loops to spot friction sooner, prioritize what matters most and continuously refine the experience.

Communication



- 5** We are committed to making the Dexcom Customer Advisory Council a permanent part of how we do business, with regular meetings and public summaries that share what we hear from customers and how we are responding.
- 6** We are committed to communicating more clearly and transparently wherever possible, sharing product updates, news and issues (good or bad), even when timelines aren't fully defined. Our goal is to make sure customers and healthcare professionals understand what is new, what is changing and what they should expect.
- 7** We will create a new content series that demystifies the science behind CGM, explaining how the technology works and what users can expect in a clear, approachable way.



I want to state very plainly that we are committed to being better and we are taking surefooted steps to do so.



Apurv Kamath

SVP Engineering, Advanced Products & Tech Experience

DEXCOM

deep dive:

key topics from the council

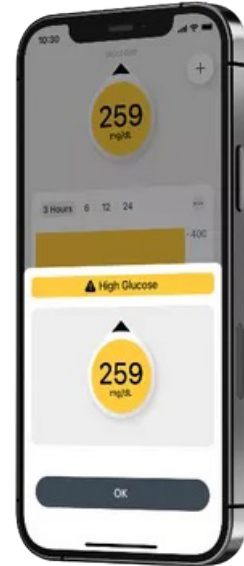
The following section provides an in-depth overview of some of the key topics discussed during council meetings and is a first step in providing additional background and transparency about our products and technology.

1. **Accuracy:** From lab to real life
2. **Connectivity:** Keeping the signal strong
3. **Adhesive:** Enhancing comfort and reliability
4. **Insertion:** Addressing “goosenecking”

1. Accuracy: From lab to real life

Throughout the first two council meetings, members reinforced what we've always known to be true: performance and reliability matter more than anything else to both users and clinicians. Whether they're making day-to-day treatment decisions or adjusting behavior, accuracy is essential. That's why Dexcom has continued to lead the industry in accuracy and reliability with each new generation of products.¹

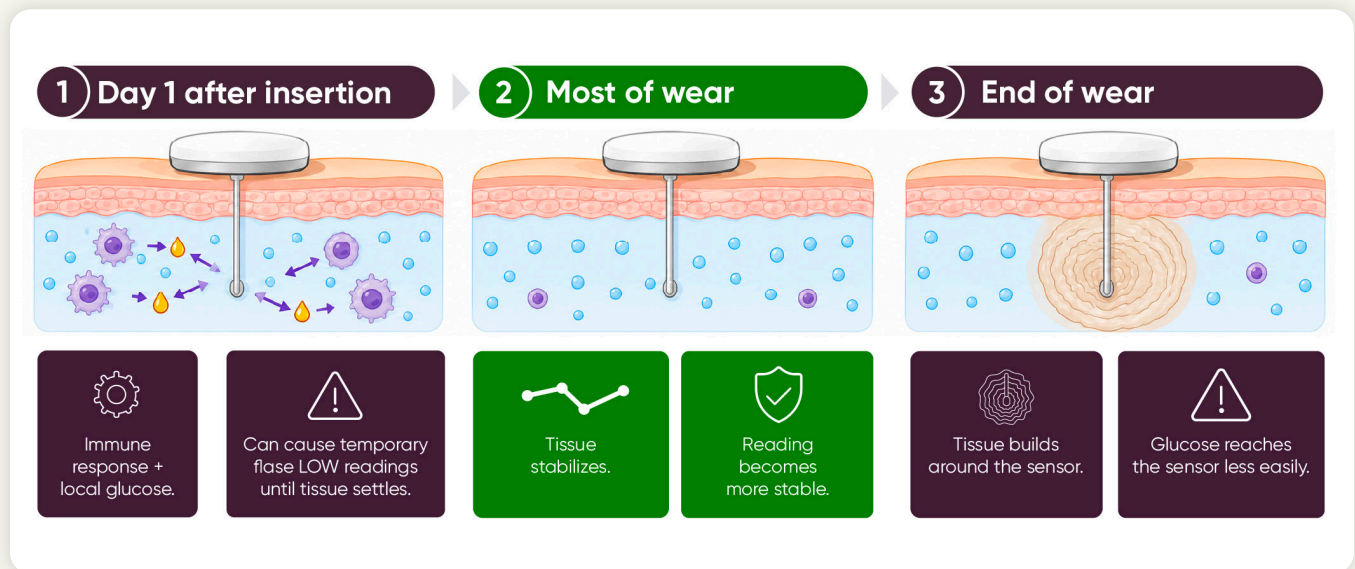
However, several members raised questions about accuracy at the beginning and end of sensor wear. Some shared that "Day 1" readings can feel erratic, while others noted similar concerns as sensors approach the end of their wear period.



When a CGM sensor is inserted beneath the skin to read glucose levels, the sensor is measuring the tissue's interstitial fluid. The body's biological response to the sensor filament creates two challenges:

The Day 1 effect: when a sensor is first inserted, a biological wound response can cause falsely low readings until the tissue stabilizes.

End-of-wear encapsulation: over the wear period, the biological immune response to the sensor can impede transport of glucose from the tissue to the sensor.



¹ Dexcom, Data on file, 2025.

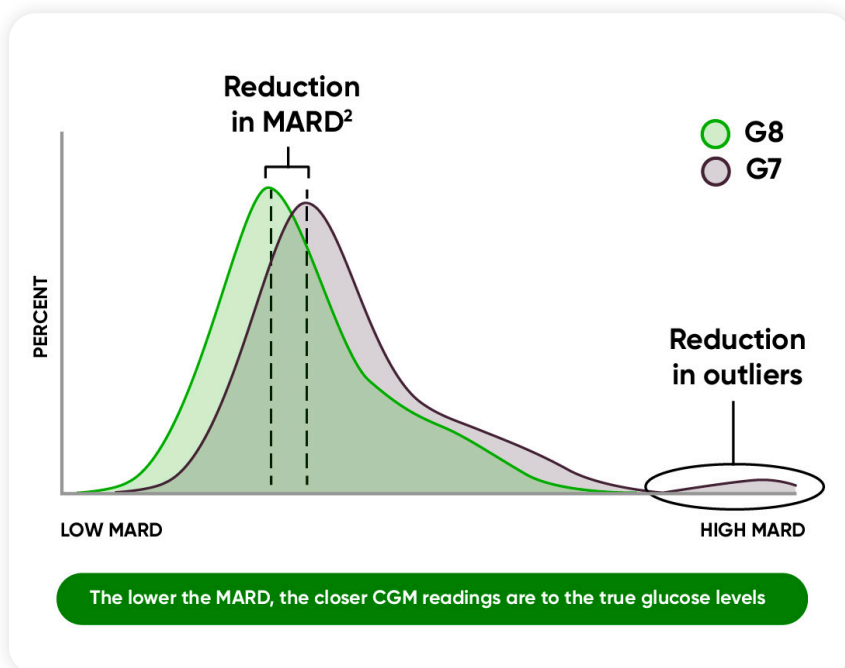
These two biological responses explain why sensors in the lab can last much longer, with exceptionally high accuracy, compared to sensors on the body of a person in the real world.



Since Dexcom G7 launch, we have deployed continuous algorithm updates to filter out the less reliable readings caused by both of these biological responses, and the data shows it's working – readings are measurably more stable throughout the entire sensor wear than they were when G7 first launched.

Building on Dexcom's best-in-class CGM systems, our next generation G8 sensor will introduce new Dexcom technology that has been in development for nearly two decades. This technology includes an updated semiconductor and algorithm that **enables sensors to adapt in real time, leading to significant accuracy enhancements, greater consistency and less outlier readings.**²

A sensor that adapts in real time will be a revolutionary advancement in the accuracy and reliability of glucose biosensing. We expect to bring this technology to market in late 2027 or early 2028.



Between now and when G8 launches, Dexcom will continue to innovate and improve the performance of our existing portfolio of products through updates to our apps, adhesives and algorithms.



My daughter and my son depend on these tools. I want them to trust what's beeping at them – that it's accurate.



Dana da Silva
Community advocate
and caregiver

² Dexcom, Data on file, 2026.

2. Connectivity: Keeping the signal strong

We've long believed that when products communicate and work together in meaningful ways, technology should fade into the background, freeing users to focus on their health goals and what matters most, rather than the tools helping them get there.

With more than ten years of experience in connectivity, one million automated insulin delivery system users and the world's largest CGM ecosystem³, council members have come to rely on Dexcom's industry-leading connectivity to manage their health. These connections deliver real benefits from improved health outcomes to reducing the day-to-day burden of managing diabetes.

At the same time, because CGM and connected devices are such an integral part of our users' daily diabetes management, dropped connections can be disruptive and in some cases, consequential.

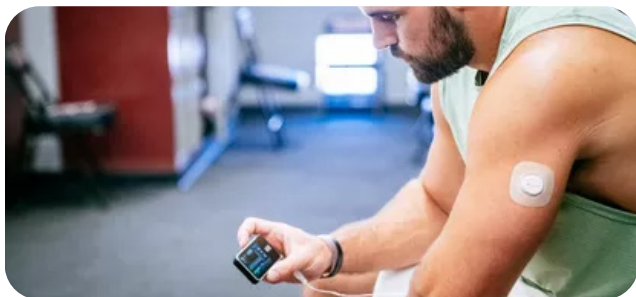
Several council members shared the steps they've taken to improve connectivity on their own, like keeping their CGM and connected devices close to one another. Others described troubleshooting as a bit of a whack-a-mole experience: fixing one issue, only to have another pop up.

CGM connectivity operates in a shared digital environment. Bluetooth competes with phones, routers, smart home devices and other electronics. The human body itself can obstruct the signal: because the body is mostly water, it absorbs wireless frequencies. If the sensor and display device are on opposite sides of the body, the signal can be interrupted.

“ The biggest thing is the disconnects. If you're using an AID system, you need continuous information. You need them to talk all the time. And disconnecting is the thing that frustrates me personally – because for whatever reason, it's always as I'm about to get on the bike or go exercise, where I really want to double-check where my blood sugar is for safety reasons.”

Daniel Katselnik, MD
Healthcare professional

”



Dexcom continues to address this challenge through targeted firmware updates:

High-priority reconnection protocol: When the sensor loses its connection, it automatically boosts its signal to reconnect faster.

On-device data storage: Glucose readings are stored internally during signal gaps and filled back in automatically once the connection is restored. No data is lost.

Improved signal filtering: Software updates now help the system distinguish between environmental interference and genuine technical failures, reducing false alerts.

³ Dexcom, Data on file, 2026.

3. Adhesive: Enhancing comfort and reliability

Adhesives are another critical element that should not get in the way of a CGM doing its job – supporting people in their day-to-day diabetes management. Because a CGM is worn on the body 24/7, its adhesive has to balance two things: strong adhesion and all day comfort on the skin.

We heard from some council members that adhesives can cause irritation and for others, they don't hold for the full wear period, resulting in lost sensors.

The outer layer of human skin replaces itself approximately every seven days. This means the surface a sensor is attached to is actively shedding throughout the wear period, a fundamental biological challenge for any adhesive patch.

Dexcom's engineering team faces a constant trade-off: a stronger adhesive prevents premature detachment but risks skin irritation; a gentler one protects skin but may not last 10 or 15 days. To navigate this, Dexcom tests all adhesive materials across three population groups:

- **Higher risk:** Users with known skin sensitivities
- **Medium risk:** Users without known skin sensitivities
- **Lower risk:** General population

In 2023, Dexcom introduced an upgraded adhesive retention patch. This specific material change increased the Dexcom G7 10-day adhesion reliability rate from 86.8% at launch to 94.6% today⁴. The lessons from the G7 10-day adhesive have also directly informed the design of our new, 15-day sensor, which needs to survive two full skin cell renewal cycles.

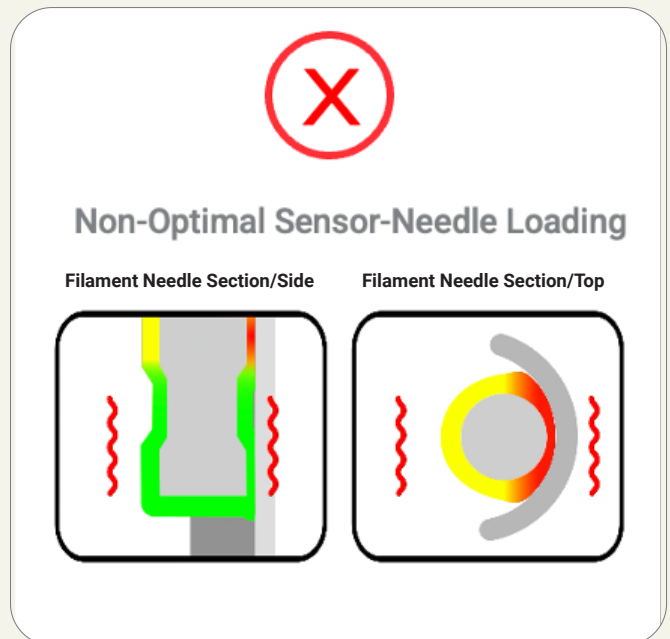
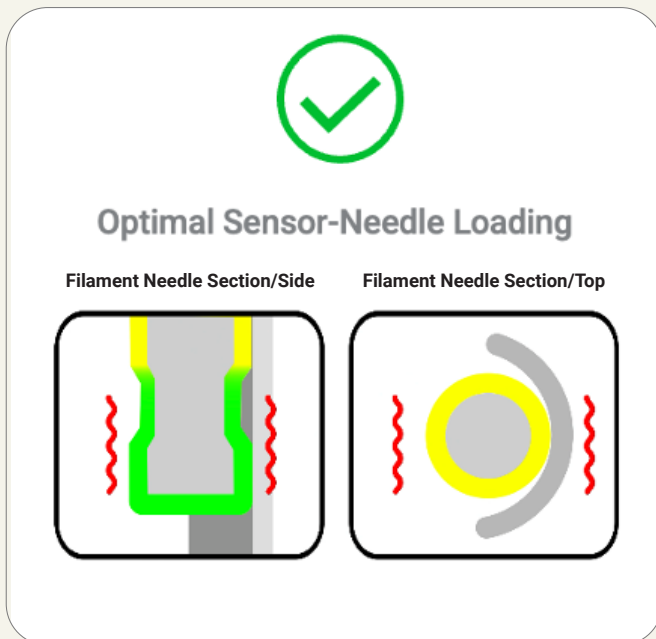


⁴ Dexcom, Data on file, 2026.

4. Insertion: Addressing “goosenecking”

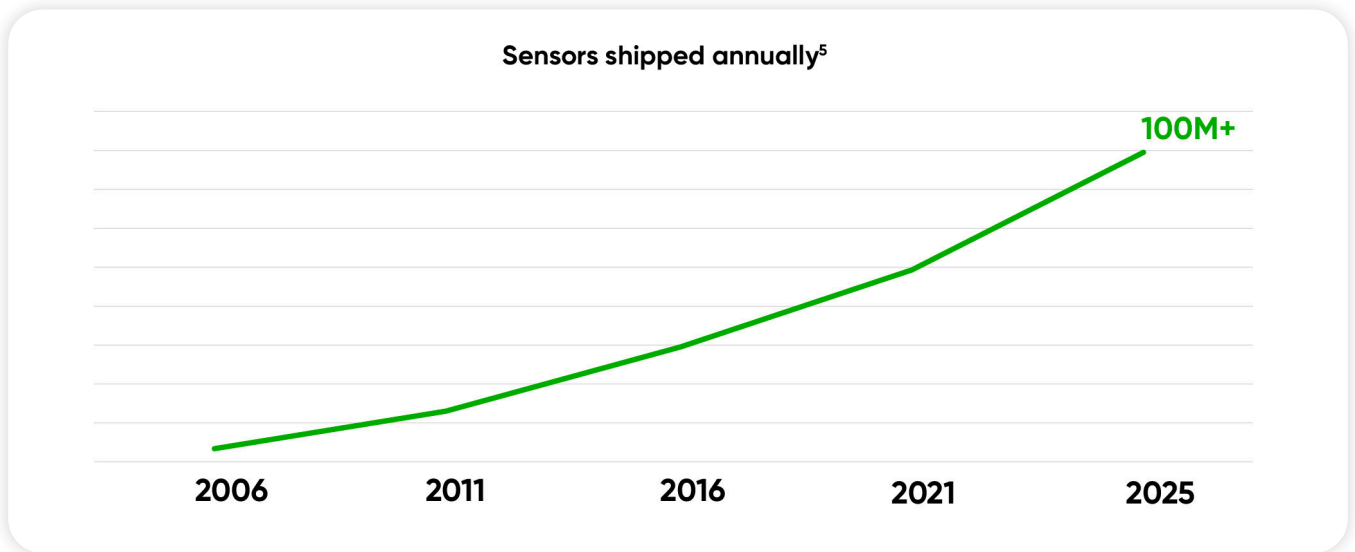
For many, Dexcom G6 set the standard for CGM performance. In 2022, Dexcom G7 launched with a promise: better accuracy, an improved app experience and a thinner, more discreet wearable. While we delivered on these promises, in 2025 some users started experiencing unforeseen mechanical failures, most visibly sensor wires that failed to deploy correctly.

These mechanical failures lead to immediate sensor loss, resulting in a depleted monthly supply, tech support calls and a gap in access to CGM for users who can't wait for their next supply period.



To meet the growing demand for CGM, Dexcom scaled its manufacturing capacity significantly by expanding its global footprint, onboarding new supplier partners, increasing high-speed automation and strengthening testing protocols.

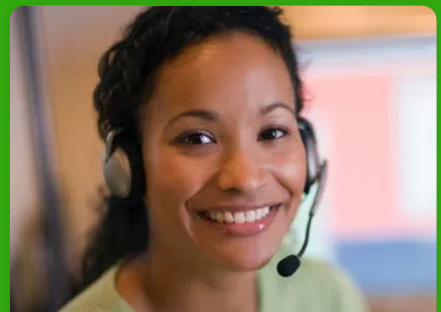
While these investments have enhanced both quality and throughput, operating at this level of scale introduces additional complexity. In some instances, this resulted in a condition where the Dexcom G7 sensor wire may loop out of the top of the sensor instead of inserting smoothly beneath the skin. Within the community, this issue is commonly referred to as "goosenecking."



As users began to report this issue through customer support and community forums, **Dexcom identified and resolved a supplier issue and made updates to G7's production process** to reduce the likelihood of goosenecking and added automated inspection at each production stage to catch defects before sensors ship.



These manufacturing changes went into effect throughout 2025, and we have seen a dramatic improvement in the rate of sensor deployment issues since that time. Dexcom continues to work to minimize sensor deployment issues to less than 1%.



As always, when a sensor doesn't perform as it should, Dexcom tech support will work with users to troubleshoot the issue and provide replacements for any sensors confirmed as a product failure - without limit.

⁵ Dexcom, Data on file, 2026.

what's next

The formation of the advisory council and the publication of this initial report are just the beginning of our ongoing commitment to listening to and better serving our community. The existing council will continue to meet throughout the remainder of the year, and as we look ahead to 2027, we will explore opportunities to further expand our customer feedback loop.

The community can expect regular updates on progress and completion of the commitments outlined in this report.

With your help, we will continue our relentless pursuit of making the premier glucose biosensor in the world - driving product innovation forward for the entire industry.