



March 9, 2020

To Our Valued Customers,

I would like to inform our valued customers that Aceinna was slightly affected by the Coronavirus situation in China similar to most of other companies worldwide. Aceinna does not have any factory or vendor located within Hubei/Wuhan area which was the epicenter of the Coronavirus. Therefore, the affect at Aceinna was at a minimum level in compare to the scale of the situation. We faced partial delays to our production, but we were able to recover by managing the situation closely and were able to make all our committed shipments on time even though we were influenced by a minor workforce impact, some vendors were forced to close for certain period of time, and the pending backlog at the Chinese Customs Office.

The good news, no one from our team was infected or got sick. Today, our factory and our vendors in China are fully operational and back to normal especially with the enhancement of the situation in China. However, Aceinna still monitoring the Coronavirus situation worldwide closely and take all the necessary precautions to minimize any potential affect that could impact our product flow.

As we also all learned, the Coronavirus does not survive long time on surfaces. Therefore, we do not feel that any shipment from China need to be treated differently or could be a risk of transmitting the virus. Nevertheless, individuals should take all necessary steps and follow the rules provided by health officials such us frequently hands washing and so on.

If there are further questions on specific devices, please contact our sales team or Aceinna representatives and we will provide information needed.

Regards,

Noureddine Hawat
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