



Dear Valued Customers,

As we passed through stage two of re-opening in California, many retail, manufacturing, and logistics sectors were allowed to come back to business. At the same time, businesses are still advised to maintain maximum 25% occupancy per LA County's recommendation.

The appointment system we have now enables us to fulfill orders with very limited number of staffs onsite. It is to remain in place while web orders stay offline. Office lobby will also remain closed until further notice. We are aware that all customers have been experiencing slower turnaround times as a trade-off.

Getting back to the business process we are accustomed to immediately risks everyone's safety; it is meant to be a gradual process. We cannot lower our guards and must remain resilient in enforcing the safety guidelines that held us through so far.

On the bright side, starting May 18th, 2020, we'll be able to start bringing back more staffs. Consequently we will begin receiving phone orders and cash payments again. The overall turnaround time for orders should improve gradually. We will evaluate the situation constantly and continue to improve our service in the meantime.

Your ongoing support is the main reason why Poundex has been able to survive the crisis thus far.

Sincerely,

A handwritten signature in dark ink, appearing to read "Susan Chen", written in a cursive style.

Susan I. Chen
CEO
Poundex Associates Corporation