



Dear valued customer,

We want to thank you for your responses and valuable feedback to our communication with you last week. We value you as business partners and as friends. We are all in this together, and we will get through this together.

As promised last week, we want to continue updating you on the steps we are taking in response to COVID-19 as this situation evolves. These measures are designed to help contain the coronavirus pandemic and to ensure minimum disruptions to your business while protecting the health and safety of our employees and partners.

- The vast majority of our associates at SYNNEX are working from home. As an IT company providing collaborative work solutions built on innovative technology from the world's leading vendors, SYNNEX is particularly well-suited to getting work done remotely. Some have no doubt been in touch using collaboration tools like Cisco Webex, Microsoft Teams, or Lifesize. These efforts have served to ensure our continued service to you and all of our customers.
- More than 1,000 workers in our 16 warehouses across the U.S. and Canada, however, cannot work from home. We have implemented additional measures to protect the health and safety of these associates. We are inspired and humbled by their dedication and hard work to ensure continued fulfillment on demand and to minimize the impact to our collective businesses.
- Our warehouses and configuration centers are achieving all SLAs.
- We are managing our supply chain and making every effort to understand and offset the potential impact of area closures, production, and delivery delays. We recognize your hard work in meeting your customers' critical needs.

We appreciate your patience and understanding at a time when we know that you are equally concerned with the health and safety of your own employees and their families. Please continue to reach out with your questions and your suggestions for how we can better serve you.

Thank you for your continued trust in us.

Stay well!

Dennis Polk
President and Chief Executive Officer

Michael Urban
President, Worldwide Technology Solutions Distribution

Peter Larocque
President, North America Technology Solutions