



March 31, 2020

Dear Valued Partners,

While we all had hope that the current environment would get better, the spread of the coronavirus has not slowed down. Our public health officials in the Bay Area, including our Santa Clara County, have ordered “**stay at home**” **extension to May 3**. At VIVOTEK USA office in San Jose, we will adhere to this new extension order and continue to have most of our employees work from home while we have limited essential staffs to **continue fulfilling orders and shipments on a timely manner**.

As a business identified as “Essential Critical Infrastructure” that is **allowed to be opened** during the “stay at home” order by Department of Homeland Security, VIVOTEK USA office will continue to comply with all level of government agencies while still maintaining limited essential staffs for our business operations. **Rest assured we have the infrastructure in place to continue providing you with uninterrupted support and services and to fulfill your orders with minimal impact.**

Thank you again for your flexibility and understanding as we try our best to minimize any delays to your order shipment during this current COVID-19 crisis. We sincerely apologize for any and all inconveniences this may have on your business. If you have any questions, please don't hesitate to contact us at salesusa@vivotek.com or at 408-773-8686.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Liu'.

David Liu
President of VIVOTEK USA, Inc.