



August 14, 2020

RE: Coronavirus COVID-19

Dear valued HIWIN customer,

Considering the ongoing health concerns and increased uncertainty in connection with COVID-19, we would like to provide an update.

We are pleased to say that our facility in Huntley, IL has not been affected by the current situation so far. All employees are on-site each day. We will continue to practice mask wearing, social distancing and frequent disinfecting, in both office and operations workspaces. We will continue to limit non-essential travel for all employees.

Our factory in Taiwan has not had interruption in supply, and we have sufficient parts stocked in Huntley ready to ship in as little as 24 hours.

Technical support and customer assistance are still being provided by sales, customer service, and our engineering team by phone, web conference, or e-mails. Our outside sales force remains at the ready to either assist conventionally by phone and e-mail, or via a virtual visit (learn more below). We are excited to help & support you with any questions you might have.

**Sales:**

For virtual conference support, please reach out to one of our sales managers listed to discuss your project or learn more about HIWIN products.

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Yours sincerely,  
Joe Jou

President, HIWIN Corporation