



7th Apr 2020

To Whom It May Concern,

### **OUR BUSINESS OPERATION AMIDST THE LATEST MEASURE FOR WORKPLACE SHUTDOWN**

The latest measures by the Singapore Government for the workplace of companies not providing essential service (such as healthcare, transportation, etc) to be shut, we are glad to inform you that we have been exempted by MTI from suspension and may continue our operation from 7th Apr'20 to 4th May'20. Nevertheless, during this period, there will be some impact on our business operations due to the reduction in manpower.

Starting 7th April 2020, our business operations will be as follows:

- All delivery will continue to be fulfilled but it might be delayed due to the reduction of manpower, our production and logistics team will still continue to operate to fulfil all our commitments,
- Self collection at premise is still available but has to be pre-arranged so as to staggered collection to prevent crowding and also minimise waiting time,
- Customer Service and Sales team will be available to serve you via email and phone,
- Finance team will still be operating to process outstanding receivable and payable but expect delay due to the reduction of manpower,
- Technical support is still available via email or phone,

We would like to assure you that our factory will continue to operate and our current supply of material is sufficient to fulfill all our commitments to you.

The welfare of our staff as well as that of our clients is of paramount importance. As much as we can, we have made the necessary arrangements for our staff to telecommute from home while minimising the disruption of our service to you.

Tai Sin is committed to serve you and we remain vigilant and will continue to work closely with our partners and suppliers to give you our best service during this difficult period.

If there is any concern, please feel free to let us know and we will be happy to address them promptly.

Warmest regards,

Bernard Lim  
CEO  
Tai Sin Electric Limited