

March 16<sup>th</sup>, 2020

**RE: SUPPORTING OUR CUSTOMERS DURING COVID-19**

Dear Valued Customer:

There is much speculation and concern about the impact of COVID-19 on the supply chain for components and assemblies required for the products supplied by Mitsubishi Electric Power Products, Inc. Diamond Vision System Division (MEPPI-DVD). **Take comfort in knowing that the MEPPI-DVD factories and component suppliers, specifically those located in China, are operational and MEPPI-DVD remains able to support its customers.**

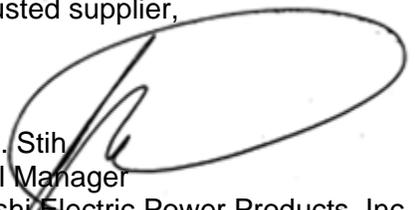
Regardless of the country used for final assembly, many of the components required in the production of large-scale displays are only available from sources in China. It is important therefore to know, that at a time when regions such as South Korea, Europe, and the United States are experiencing increases in reported cases of COVID-19, new incidents of COVID-19 are reportedly on a downward trend in China. **Further, MEPPI-DVD customers should be relieved to know that at this time there are no reported cases of COVID-19 in the cities producing display products for MEPPI-DVD.**

Based on currently available information, we believe the current MEPPI-DVD assembly location represents the most reliable location for timely final assembly of display products and its close proximity to component suppliers provides the most peace-of-mind in mitigating any logistical or other disruptions in the overall supply chain. **In addition to our factory being operational, please know that MEPPI-DVD project management and service personnel remain available to travel in support of customer commitments.**

MEPPI-DVD is a subsidiary of a Mitsubishi Electric Corp., a \$40 billion dollar company, and as such, has the resources to manage our business and support customers in times of uncertainty. Should MEPPI-DVD experience any changes in its supply chain or availability of personnel that may impact our customer commitments, we will communicate to our customers, and work with our customers as may be needed, to manage any changes to production schedules and mitigate any impact of schedule changes. **MEPPI-DVD has never missed a scheduled completion date in its 40-year history of supplying display products. This is a history of commitment that the company strives to continue every day.**

Should you have any additional questions or concerns please contact the regional sales manager assigned to your project or feel free to contact me directly.

Your trusted supplier,



Todd M. Stih  
General Manager  
Mitsubishi Electric Power Products, Inc.  
Diamond Vision Systems Division