



February 3, 2020

RE: 2019 Novel Coronavirus, Wuhan, China – Impact to Supply Chain

From: Seth Choi, VP of Global Supply Chain

CC: Phil Wehrli, Sr. VP of Global Supply Chain and Planning

Josh Chien Sr. VP Sales, Marketing, and Customer Experience

Dear Valued Customers,

The latest updates coming from our suppliers remains a return date of their workforce on Feb 10.

As there are limited information coming directly from the factories in China, we have engaged in reaching out to each of them to first establish a line of communication this week and to obtain detailed status of our orders with them.

In addition, we are exploring options to reroute any shipments originally intended for ocean to change via air freight in the event the delivery schedules are compromised.

Based on the information we gather, the details will be communicated to you between Thursday and Friday.

Regards,
Seth Choi

SMTC Corporation

431 Kato Terrace, Fremont, California, 94539, USA
Tel: 510 737.0700 • **Fax:** 510 498.8525 • **Email:** Contact.Us@smtc.com • **Website:** www.smtc.com

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