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To: Valued Customers of Solco Healthcare
Date: 3/31/2020
From: Hai Wang, President, Solco Healthcare US, LLC.
Subject: Covid-19 Coronavirus Customer Communications

As the COVID-19 virus continues to spread globally, the healthcare industry is playing an even more critical role in ensuring patients have access to the medication they require. In order to meet your needs and your increasing demands, we are working very hard with our manufacturers, suppliers and 3PL to ensure uninterrupted production, supply and distribution of high-quality generics during this unprecedented crisis. I'd like to take this opportunity to express our gratitude to our employees, suppliers and 3PL partners for their tremendous effort and support to ensure the continuous supply of our generic products while in compliance with the stringent social distancing and hygiene requirements per EHS guidelines and local/State government instructions.

Currently, all our manufacturing and 3PL sites remain open and running near full capacity despite the challenges, and we plan to continuously to do so at the best of our abilities. Due to severe travel restrictions and lockdowns implemented in countries around the globe, we are starting to see delays in air freight shipments and significantly increased fares for shipping. Our supply chain and customer service teams are working proactively with our manufacturers, freight forwarders and our 3PL service providers to minimize the impact of these delays. However, we do expect to experience a few challenges for some items based on increased demand and due to these extraordinary challenges faced by the shipping and logistics industry. Although we have no immediate shortages since we are well stocked (>3mo supply) for most of our products and we continue to receive replenishments from our manufacturers, going forward, out of an abundant of caution, we may have to allocate these items that are in tight supply. If this is required, we will do so in a fair and equitable basis. This extraordinary situation is putting tremendous pressure on supply chains, truckers, airlines, ocean cargos and ports all over the world. We thank you for your understanding and patience. As the situation continues to evolve, please be assured you have our full support from our National Account Managers, Supply Chain and Customer Service representatives who will be in close contact with you during this challenging time.

As always, we appreciate your trust in Solco. We remain fully committed to servicing you, to support your business success, and to maintain our transparency with you. Together, we all play a key role in this fight against the coronavirus global epidemic. We will be doing our best to continuously supply medicines to you, for patients and communities who need them in the US.

Wishing you, your loved ones and your colleagues stay safe and healthy during this difficult time.

Yours truly,

A handwritten signature in blue ink, appearing to read "Hai Wang", is written in a cursive style.

Hai Wang
President of Solco Healthcare