

**PENTEL OF AMERICA, LTD.**

Pentel of America, Ltd.  
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Office of the President  
Joe Koumi  
President, Pentel of America, Ltd.

March 20, 2020

Dear Valued Customers and Vendors,

As a result of the Novel Coronavirus, COVID-19 issue that is gripping our nation, on March 19, 2020 the Governor of California, Gavin Newsom, implemented a Safer at Home Order for Control of COVID-19 that temporarily prohibits events and gatherings of 10 persons or more and closure of non-essential businesses and areas. We are actively engaged with our legal resources to ascertain how that affects our operations in the immediate and foreseeable future while gaining more clarity on our path forward.

Per the directive of this order, we are temporarily shutting down our operations. This will result in some service interruptions as we navigate this process and determine how and when we can resume fulfilling orders. Our corporate and office staff, including our Customer Service, Finance, Marketing, Demand Planning, Information Technology, and Human Resources departments, will be working remotely in a telecommuting capacity. You will have the ability continue to place orders and requests and contact our various corporate and office staff per the usual course of business and methods (email and via telephone).

We value our relationship with you and are working tirelessly to gain more clarification on when we can re-open our operations. We appreciate your understanding during this challenging period and look forward to continuing to serve you.

Respectfully,

A handwritten signature in blue ink, appearing to read 'Joe Koumi', is written over a light blue horizontal line.

Joe Koumi, President  
Pentel of America, Ltd.