

IMPORTANT COMMUNICATION COVID-19

Dear Customers, Suppliers and Partners:

The world is being impacted by COVID-19, some countries in the initial stage and others maybe in the final stage, but it is something that is simultaneously affecting all of us in a way never seen before. It's having a dramatic impact on our lives, businesses, and on supply chains.

Given the problem Neo Holding Group is following the guidance of global health experts at the World Health Organization (WHO), the U.S. Centers for Disease Control (CDC) and any governmental rules and regulations for each of our offices and warehouse locations on how to prevent the spread of the COVID-19 virus. We have implemented cleaning protocol and processes, social distancing, reminding our employees about frequent hand washing, and we are regularly cleaning and disinfecting our facilities and equipment. Importantly, every department who is able to telework is doing it **#SafeAtHome**, and for those who still need to be at the worksite we have reduced office occupancy and we are asking to stay home from work if they feel sick.

Neo continues its best effort to supply all the Telecommunications, Repairs and E-waste needs worldwide. In the United States we are designated among the government's critical infrastructure (<https://www.cisa.gov/critical-infrastructure-sectors>), our operations will continue as normal.

Our offices in Chile, Paraguay and Panama will be working in accordance of any compliance and regulations of each country in which we are categorized as an essential primary need business to supply the industry. Given this importance, we are operating normally in all facilities.

The world needs to be informed and connected. Our industry is crucial to make it possible, and we will continue to seek opportunities to assist our communities in such a difficult time. Neo has long been a trusted partner around the world with other humanitarian crisis events, as part of our DNA and who we are, but today we cannot do it alone, we need from our customers, our suppliers, partners and our employees to be able to succeed.

COVID-19 is a rapidly day by day changing situation and for that, we have created a web page <http://neohg.net/en/covid19> with information on **Responding to COVID-19** and other tools you may need.

As everything changes we constantly do it as well, adapting to changing conditions and developing contingency plans to address potential sources of disruption.

Our team are working to continue to serve the supply chain needs of Telecommunication businesses during this time, while keeping our employees and their customers safe.

Together we can do this, and we will come out stronger as the family we are.

Thank you for trusting us with your business.



Gloria Martinez
President
Neo Holding Group