



November 20, 2020

Dear Valued Customer,

As the global situation around COVID-19 continues to develop, we would like to provide you with a further update on AI Technology, Inc.'s actions to protect our employees, operations and our sustainable ability to serve you during this time.

**AI Technology, Inc. is Open for Business**

As a specialty chemicals and materials supplier to defense contractors and commercial customers in the semiconductor, microelectronic, telecommunication, medical, and transportation industries, AI Technology, Inc. is considered an essential business and understands its responsibility to our customers and the industry worldwide.

AI Technology, Inc. has instituted operational policies to ensure our sustainable ability to serve our customers and the industry as an integral part of the supply chain.

- We are pleased to announce that through the tireless work of our employees, AI Technology, Inc. continues to serve our customers.
- Our sales, technical support and customer service staff continue to be available by phone, email, and other communication media.
- Our production, shipping-receiving and warehousing operations remain open with 100% capacity. Extra precautions and policies are in place to protect our on-site employees. All staff on-site must wear company provided masks and gloves whenever they are in the facility. Hand sanitizer stations have been installed throughout our facility.
- We continue proactive communications with our suppliers to reduce disruptions to our supply chain. At the time of this letter, there have been no supply disruptions. AI Technology, Inc. has been diligently updating and increasing our raw material inventory to ensure business continuity for all our products in order to meet 100% of customer demand.
- AI Technology, Inc. will continue to provide periodic updates regarding our operation to our valued customers.

All of our employees at AI Technology, Inc. are grateful and want to express our sincere appreciation to our growing customer community. Your valued partnership and continued support during this challenging time are critically important for our mutual success.

- **Requirement Forecasting.** Please continue to inform your AI Technology, Inc. sales and customer service staff of any major changes you may foresee in your normal product demand from us.
- **Avoiding Delays.** While conditions vary day-to-day, our management and staff continue to provide products based on our traditional time-frame. However, it may also be good to consider placing some advance orders to assist us in avoiding potential delays that may affect your production plans.

AI Technology, Inc. is fully committed and prepared to continuously serve you while protecting the health and wellness of our employees. Please do not hesitate to contact AI Technology, Inc. sales, technical and customer service representatives if you have any questions.

We wish you well during this unprecedented time.

Best regards,

**Kevin Chung, Ph.D.**

A handwritten signature in blue ink, appearing to read 'Kevin Chung', with a stylized flourish at the end.

**President  
AI Technology, Inc.**