



E Ink Holdings Inc.
3, Li-Hsin Rd. 1, Hsinchu Science Park,
Hsinchu, Taiwan 300 R.O.C.
www.eink.com

Date: February 11, 2020

Dear Partner,

We thank you for your consistent supports to E Ink. With your assistance, E Ink is able to continue its steady business growth.

Since this January, Novel Coronavirus (2019-nCoV) outbreak has been spreading and causing serious illness and death in China and globally. The pandemic caused many corporations to delay its business operation after the Lunar New Year holiday. E Ink Holdings Inc. (E Ink) has overcome the great difficulties with tremendous efforts to meet the local regulations for the prevention of 2019-nCoV. We are now happy to inform you that our Yangzhou manufacturing facility is now returning to operation.

However, the Coronavirus is still spreading and hasn't been completely under control. Dozens of cities have been locked down under "closed-off management" measures to avoid the outbreak continues to rage across China. Under this circumstance, this causes a significant impact to supply chain and logistics. Not only the shipping documents for any goods shipments have to be submitted two working days before the shipment date, but also the drivers who carry the goods leave the city have to be quarantined for 14 days after they return. This results in the issue of serious driver labor shortage and causes critical impacts to the parts and goods shipment schedules.

Facing this critical moment of Coronavirus outbreak, E Ink would like to have your understanding toward the difficulties on the logistics and shipment we are facing now. The company has devoted to trying every effort to arrange the logistics, staff and vehicle to minimize any possible impacts to your company shipments.

We thank for your continuous supports. Looking forward to 2020, we would like to closely work with you to co-create more fruitful results. At this critical time of epidemic, our best wishes to you and every one in your organization!

Sincerely yours,

A handwritten signature in black ink, appearing to read "FY Gan". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

FY Gan
President
E Ink Holdings Inc.