



## IMPORTANT NOTIFICATION

August 3, 2020

Dear Valued Customer,

Thank you for your continued business and support as we all learn to navigate our changing world due to COVID-19. All departments of Pion Inc. are fully operational and striving to support you, our customers, in the most immediate manner, while adhering to COVID-19 restrictions and guidance.

Our world-class field service teams have been traveling to customer sites to perform instrument installations, in-depth training, as well as IQ/OQ's, Preventive Maintenance contracts and service visits, as permitted by the applicable COVID-19 guidelines. We have spent a great deal of time researching the COVID-19 – related restrictions and protocols specific to each state we visit and continue to train our personnel to follow the CDC guidance and local orders and requirements, along with Pion policies, to ensure that we are taking preventative measures to promote the health and safety of our customers and Pion personnel.

In addition, we are working to support customers virtually in those cases where on-site visits are restricted by customer policies or Pion policies and/or when travel is not possible due to current travel restrictions. This can be done through video conferencing depending upon the instrument, the type of service required, as well as the availability of the customer's technical support personnel.

To schedule a desired service or talk about options, please contact your Pion sales representative and they will respond immediately. You may also call or email the contact information below with the type of service you are looking to schedule and we will work towards the solution that best fits your needs while adhering to the above mentioned policies relating to COVID-19.

We here at Pion are doing everything we possibly can to ensure you are able to achieve your drug development project goals with the least amount of interruption as possible. We are confident that by working together we can do just that!

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Sincerely,

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