



March 17, 2020

DFI America Letter to Partners during COVID-19

Dear DFI's Customers and Partners,

As you are all well aware, the Coronavirus outbreak is presenting the world and our region with a rare public health challenge.

Our first priority has been to help our customers and partners around the world to keep delivery on time to minimize the impact to your business.

The DFI procurement team has provided the matrix below to illustrate the commodities that have the most impact on our supply chain delay.

No	Supplier type	Standard L/T	Origins	Updated L/T status:		
				Delay 1-2 weeks	Delay 2-4 weeks	Delay 4 weeks or more
1	PCB	4 weeks	Taiwan/China		X	
2	Housing	4 weeks	China		X	
3	Power Adaptor	10-12 weeks	China			X
4	Active component	2-8 weeks	Taiwan/China		X	
5	Passive component	2-8 weeks	Taiwan/China		X	
6	Cable	4 weeks	Taiwan/China			X
7	Packing	2 weeks	Taiwan	X		

DFI HQ & factory are in Taiwan and at this point in time none of our employees have any health issues. However, the Corona Virus in mainland China still has an affect our current supply chain. To try and mitigate our supply chain challenges and attempt to minimize impact to our customer service level, we perform the following activities on a daily basis:

- Expedite and obtain updated L/T's and shipping information on all open orders
- Source alternative parts in Taiwan and other Countries to replace long lead time items where applicable
- DFI Management Team; Review DFI factory manufacturing schedule on a daily basis to get critical customer orders built as expedited BOM's become available
- Notify customers as required with updated delivery information

These are challenging times for the Global economy. The Team at DFI is hard at work to provide our world class service to our customers. We are sorry for any inconvenience caused by these conditions. We will continue to provide updates on your current programs.

Sincerely,

A handwritten signature in blue ink that reads "Charlie Yang". The signature is written in a cursive, flowing style.

Charlie Yang
General Manager of DFI America, LLC

For more information and support services, please do not hesitate to contact your sales representatives or send an email to inquiry@dfi.com