

Dear Customers and Valued Partners,

As we continue to navigate through the challenges posed by COVID-19 and the ever changing guidelines and recommendations, we'd like to share an update on how CELLTREAT is responding. Now more than ever, we remain committed to supporting the scientific research community to ensure that vital work continues.

At the current time, operations are running at normal business levels. Customer service and order processing teams are here to ensure that delivery of your much needed research products is uninterrupted. Almost all products we supply have good inventory levels. Production at our manufacturing facilities has resumed and is expected to keep up with demand for products. Limited short term product availability shortages are possible due to transportation delays. We are closely monitoring the situation and will take action as best as possible to maintain service levels to all our customers. We will continue to provide updates as the situation evolves.

We recognize the impact this unprecedented challenge has had on our customers, their families and our communities, and we are committed to staying connected and supportive through this uncharted territory.

Stay safe and thank you for your continued support.

Warmest regards,

A handwritten signature in black ink, appearing to read "Rich Happell", written in a cursive style.

Rich Happell
President