



March 20, 2020

Dear Valued Customers,

Matthews Architectural Products continues to monitor the coronavirus (COVID-19) developments and we are committed to supporting your business and the customers you serve.

During this unprecedented time, we ask that our customers maintain an open line of communication regarding current and future order needs, especially about any changes to delivery information.

- If you receive routine deliveries from Matthews, you may contact FedEx or UPS to have deliveries re-routed to an alternate location, if necessary.
- For current orders, please notify your Territory Account Manager or Customer Service Representative of any changes to the shipping address or business closures as soon as possible.
- Please note: Address changes requested after your order ships may cause delivery delays.

We continue to be very well positioned to serve our customers without any interruption.

- We are not experiencing any supply issues for raw materials in any of our businesses.
- Our manufacturing facilities are fully operational.
- We have very strong inventory levels.

The Matthews Architectural Products team continues to closely monitor all developments and will provide updates as conditions change. Please reach out to us at 800.950.1317 if you have questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Shelander', is written over a white background.

Scott Shelander

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Matthews Memorialization

Two NorthShore Center
Pittsburgh, PA 15212