



PT. MISUMI INDONESIA

- **Jakarta Office** : Menara Karya 28th Floor, Jl. H.R. Rasuna Said Kav.1-2 Kuningan, Jakarta Selatan 12950

Tel: 62-21-5789 5837 Fax: 62-21-5789 5836

- **Cikarang Office** : Jababeka Industrial Estate 1, Jl. Jababeka XII B, Blok W27 Cikarang Utara, Bekasi 17530

Tel: 62-21-8984 0009 Fax: 62-21-8983 4368

ANNOUNCEMENT

No. 01/MIDN/436999/APR-20

Subject:
MISUMI Response to COVID-19

Hal:
Tanggapan MISUMI terhadap COVID-19

Dear Valued Customer,

Kepada Pelanggan yang terhormat,

The coronavirus COVID-19 pandemic is an unprecedented global event. In order to slow the virus, some states have begun to issue orders to limit business activities and request non-essential employees to stay at home. We support these initiatives, but as a supplier into critical manufacturing industries, MISUMI is classified as an essential business and will continue its operations.

Pandemi coronavirus COVID-19 adalah peristiwa global yang belum pernah terjadi sebelumnya. Untuk memperlambat virus, beberapa negara telah mengeluarkan perintah pembatasan kegiatan bisnis dan meminta karyawan untuk melakukan aktivitas dari rumah. Kami mendukung inisiatif ini, tetapi sebagai pemasok ke industri manufaktur, MISUMI akan tetap beroperasi.

We are taking necessary measures for this Virus issue, and we are also committed to minimizing the impact on our customers by continuing to deliver our services, even during these challenging times where may cause delivery lead times take longer than standard lead time for some products and few of our suppliers have stopped working to follow additional precautionary measures.

Kami telah mengambil langkah-langkah yang diperlukan terkait wabah ini, serta berkomitmen meminimalkan dampak pada pelanggan dengan terus memberikan layanan bahkan disaat ini, dimana dapat menyebabkan waktu pengiriman barang lebih lama dari waktu standar untuk beberapa produk dan adanya pemasok yang tidak melakukan aktivitas guna pencegahan wabah.

We will share other update information refer to changes in the global situation in order to take proactive action to mitigate the impact to our customers.

Kami akan memberikan informasi terbaru lainnya merujuk pada perubahan dalam situasi global untuk mengambil tindakan proaktif guna mengurangi dampaknya kepada pelanggan kami.

Should you need further assistances, please feel free to contact our us at phone : 021-8984-0008 or Fax : 021-8984-0007, and email : cs@misumi.co.id.

Silahkan menghubungi nomor telepon pelayanan pelanggan : 021-8984-0008 atau Fax : 021-8984-0007, serta email : cs@misumi.co.id.

Thank you for your trust in MISUMI as a strategic business partner.

Terima kasih atas kepercayaan Anda pada MISUMI sebagai mitra bisnis strategis.

Cikarang, April 15th, 2020
PT. MISUMI Indonesia,

Koji Yamada
President Director





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What We Are Doing to Support Our Customers

- **Orders are still being shipped.** We're utilizing our expansive global supply chain to ensure orders are being fulfilled in a timely manner.
- **Our Customer Service team is here to help.** Amidst all the changes happening, our customer service team is here to help with questions and provide updates on shipments and order status. We are doing our best to keep our customers informed with the latest updates.
- **Engineering support.** We know business isn't stopping for many of our customers and we're here to support you through your projects. Our engineers are still available to answer technical questions and provide product assistance over the phone and online.

