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To all our Garmin customers,

Following the current amended regulations to the Disaster Management Act 57 of 2002, it remains our intention to put our employees', customers and suppliers' safety first in our business operations and procedures.

Accordingly, from the inception of the initial lockdown, we have taken all the necessary steps to do so, and we remain intent on upholding and respecting the scope of any prohibitions relating to retail and wholesale businesses.

Throughout the different stages of lockdown, we will remain committed to provide all the necessary services to our Garmin consumers we are allowed to provide. As we transition from level 4 to level 3 on the 1<sup>st</sup> of June 2020, (as announced by President MC Ramaphosa on the 24th May 2020) we are happy to announce that our Technical Walk-In Centre will re-open on the 1<sup>st</sup> of June 2020 to service our customers, albeit subject to slightly different procedures than you may be used to. We however continue to encourage support via remote connection through our Product Support Centre @ <https://support.garmin.com/en-ZA/>. Our Product Support Team can also be contacted telephonically on 011 251 9800 or via e-mail [support@garmin.co.za](mailto:support@garmin.co.za) during office hours and we request that you will be sensitive to the current situation and help us to keep our staff safe by using the said physical facilities only when you are not able to make use of the telephonic and online support.

We are fully compliant with the COVID-19 Occupational Health and Safety measures and remind customers that we will closely monitor access to the premises. **YOU WILL HAVE TO ABIDE BY OUR SAFETY RULES IF YOU WISH TO ENTER OUR FACILITIES AND NO EXCEPTIONS WILL BE MADE.** Customers that will be allowed to enter the premises must wear a face mask. Prior to entering the Walk-in Technical centre, we will conduct a temperature measurement scan. Should your temperature exceed 37 degrees Celsius, you will be denied access without further discussion. We will limit the number of visitors entering at any given time, to ensure that we adhere to Social Distancing prescribed measures.

Our Technical Services Department remains open and available to receive repairs for inspection via our extensive Authorised Dealership network (normally the store where you purchased your device from). Please feel free to contact your nearest Authorized Dealership for assistance with your repair return.

We would like to thank you for your support and understanding and wish you good health and want to encourage you to stay focused, stay positive and keep moving.

Garmin is here to help you.

**DIRECTORS J van Niekerk C A Pemble\* (US) S M Biddlecombe\* (British)**

**\*Non-executive**

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