



Dear Mersen Customers & Manufacturer Reps,

At Mersen, the health and safety of our team, customers, and our families is our most important priority as we face the quickly changing Coronavirus (COVID-19) situation. As a result, we have asked our employees in our Newburyport & Toronto locations to work remotely practicing the recommendations of the CDC.

With that said, the team at Mersen is available and ready to engage and support our customers & Manufacturers Reps. Our team is completely connected to our systems and technology. They can be reached at the same numbers and extensions (see below) as always. We're being diligent to keep business flowing as uninterrupted and as safely as possible.

| USA | | | |
|--|----------------|--|--------------------|
| Department | Phone # | email | |
| Customer Care (Distribution) | 978-465-4200 | webfeedback.nby@mersen.com | Customer Inquiries |
| | | Corders.nby@mersen.com | Customer Orders |
| Expediting Group | 978-465-4830 | expedite.ep@mersen.com | |
| Technical Support | 978-465-4853 | technicalservices.ep@mersen.com | |
| OEM Customer Care Team - contact your customer care rep at their Mersen direct line or via email | | | |
| Canada | | | |
| Department | Phone # | email | |
| Customer Care (Distribution) | 416-252-9381 | customerservice.tor@mersen.com | |
| Technical Support | 978-465-4853 | technicalservices.ep@mersen.com | |
| OEM Customer Care Team - contact your customer care rep at their Mersen direct line or via email | | | |

We will continue to monitor the situation, and if necessary, we will make appropriate changes to ensure we are proactive continuing to mitigate the risks and our impact on the spread of Coronavirus (COVID-19).

Thank you for your continued support of Mersen.
Be safe and stay healthy!

Best Regards,

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