

24th April 2020

Dear Valued Customers,

We refer to our letter dated 10 April 2020 informing that Far East Group Limited remains operational during the Circuit Breaker period.

We are pleased to inform that we have been approved by the Ministry of Trade and Industry (MTI) to continue our operations in the extended Circuit Breaker period and there will not be any changes to the information previously circulated. We summarise the key details below.

- We continue to provide support service, distribution assembly of condensing units for the refrigeration requirements; and air-conditioning equipment, parts and accessories;
- Our **operating hours** remains as follows:
 - Monday – Friday: 8.30am – 5.30pm
 - Saturday: 8.30am – 12:30pm
 - Sunday and Public Holiday: Closed
- For all enquiries and orders, please **call** us at our **Customer Service Lines +65 6293 9733** (5 lines) or **email** to us @ info@fareastref.com.sg. Our sales coordinators will take your orders and arranged the delivery or collection;
- Your Sales/Service account representatives are readily accessible and contactable by phone and/or by email. They will be able to provide remote technical/customer service support. Alternatively, you may submit your request [here](#);
- We will provide delivery for orders place via our respective sales coordinators with minimum **S\$300 (before GST)** spent if you are unable to collect your orders personally. A **S\$30 delivery fee** will apply for orders **less than S\$300** to cover costs;
- All orders and goods can be collected from our **Distribution Center @ 51 Ubi Avenue 3** with collection arrangements made prior to collection with our sales coordinators;

We assure you that our Company is fully committed and will, with our utmost dedication, provide you with the necessary support wherever possible. Your patience, support and understanding are greatly appreciated.

Please stay safe and well.

Yours faithfully
Management of Far East Group Limited