

10 April 2020

Dear Valued Customers,

We would like to inform you that Far East Group Limited (“the Company”) received an **exemption from Suspension of Business Activities** from the Ministry of Trade and Industry during the Covid-19 Circuit Breaker measures from 7th April – 4th May 2020. Our Company **remains open** and will **continue with our operations** during this period.

Despite the exemption, we seek your understanding that in these unprecedented times, we’ll also be doing our part to minimize the potential transmission of COVID-19 virus having you, our valued customers and our staff in mind. Most functions that can be performed remotely will be conducted by staff working from home where business activities will be carried out via telecommuting while others whose work is necessary to be conducted from our workplace will adopt the recommended safe-distancing and precautionary measures.

Under the approved guidelines, we will continue to serve and support in the following manner:

- 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** remain unchanged 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;
- Please note that all service centres at 51 Ubi Ave 3 and 5 Third Lok Yang Road will temporary suspend operations.

We would like to 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