



March 17<sup>th</sup>, 2020: Lausanne, Switzerland

## Coronavirus epidemic: Contacting SmartGene during the coming weeks

Dear Users of the Services of SmartGene,

In this time of uncertainty related to the Coronavirus epidemic, we want to reassure you that your SmartGene services continue to be available and supported by our European and North American teams.

While currently short-staffed in our offices due to precautionary measures recommended by the authorities, it may be possible that we are unable to answer your phone call immediately. For urgent requests, please leave a message with your name and telephone number, and send an email simultaneously to the following addresses, as follows:

- If you are located in the USA or Canada, please send your email to:  
[contact-us@smartgene.com](mailto:contact-us@smartgene.com)
- If you are located outside the USA and Canada, please send your email to:  
[support@smartgene.com](mailto:support@smartgene.com)

Our European hotline and the usual phone numbers for North American customers are also operational.

Notwithstanding the arrival of COVID-19, our goal at SmartGene remains to deliver the level of service and support to which you are accustomed.

We thank you for your understanding and for the good collaboration, and wish you well through the weeks ahead!

Sincerely,

Your SmartGene Team