



ARROW INTERNATIONAL, INC.

IMPORTANT MESSAGE!

To Our Valued Customers,

For 53 years Arrow's team members and customers have remained our top priority. Together we are facing unprecedented and unsettling times. All of our lives have been deeply impacted by the worldwide spread of the Coronavirus.

Arrow has respected the mandate given by the Governor of the State of Ohio; effective March 24, 2020: we have suspended our day to day operations at our World Headquarters in Cleveland, Ohio for an indefinite period of time. This suspension of activity also includes all of our US affiliated offices. Our office team will continue to work from home, to the extent they can, during the next several weeks.

Taking these drastic measures will no doubt help to protect our Team Members while continuing to serve our customers' needs.

Arrow is providing financial support to our entire team during these unprecedented times. We are investing in our team to ensure Arrow is prepared to reopen quickly, and in the interim, we are also developing strategies to help the charitable gaming industry recover – marketing and product plans to **BRING BINGO BACK!**

To give you just a few examples of how we are planning for the restart of our industry, our facilities have been doing the following:

- Manufacturing at full capacity through March 23 to fill existing orders – not surprisingly, our production teams have had an incredibly high level of attendance
- Building new products with the objective of accelerating the recovery
- Working with many of our customers to schedule deliveries
- Building stock inventory for a quick ramp up
- Continuing to develop new custom games
- Developing strategies to accelerate the growth of the charitable gaming industry

Our success would not be possible without your continued loyalty and support! We appreciate your business and want to reassure you that we will do everything possible to get you back on track as quickly as possible!

Your patience and unwavering commitment during these tough times means more to us than you will ever know!

Be assured that Arrow is BETTING on the FUTURE of the charitable gaming industry, in the only way we know – SUPPORTING OUR CUSTOMERS AND OUR TEAM.

We hope that you and your loved ones stay safe and healthy!

Sincerely,

Your friends at Arrow International