

To our valued customers,

In light of the rapidly evolving COVID-19 situation I wanted to take the opportunity to update you on Amoena's response to this unprecedented situation. Our first priority, is, and always will be the health and safety of our employees, customers, partners and women who wear our products. We hope that you and your loved ones are safe and well.

As COVID-19 remains a situation that is changing rapidly, we will remain informed of all recommendations of the relevant government departments and medical officers. We will continue to follow these recommendations and implement measures to protect our people and our community.

In line with the government recommendations of social distancing a number of our office based staff have commenced working from home. Our business operations will continue to function as normal including taking, processing and dispatching new orders. If there is any change to our operations due to the changing landscape we will keep you informed in a timely manner.

We have banned all air travel in line with government recommendations until further notice.

Most of our retail partners are continuing to trade at this time to support you, their loyal customers, however some may have some restrictions in place with regards to fitting bras and breast forms. I encourage you to check with your local retailer for their individual circumstances. As always you can use the Store Finder search function on the Amoena website <https://www.amoena.com/au/retailers/> which will show you retail and online stores.

For any questions concerning this notice, or our plans around COVID-19 and operational status, please contact Customer Service on 1800 773 285 or myself directly. We will email you with any new information in the days and weeks to come.

Take care of yourself and your loved ones.

Sincerely,

Andrew Henderson
General Manager
Amoena Australasia
andrew.henderson@amoena.com