



Nautilus Hyosung America, Inc.

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Dear Valued Customer,

Nautilus Hyosung America Update, March 23, 2020

Hyosung is fully committed to ensuring you remain informed of the steps currently planned and under way to guarantee seamless operations and minimal disruption as a result of the global health threat known as COVID-19 Coronavirus. Please know that we as a company are monitoring this situation 24/7. The health and wellness of our customers and employees are paramount, and we are receiving direct guidance from relevant authorities worldwide to ensure all necessary steps are being undertaken to protect the health and safety of all Hyosung employees and customers.

Dallas County, Texas, the States of Ohio, New York, California and Washington have issued "Shelter in Place" orders for their jurisdiction(s). Hyosung is considered an "essential" business, (Banking) and thus will be allowed to remain open under the orders and jurisdictions listed above. Our Operations centers and Service departments remain open and we are servicing our customers on a daily basis. Mail, shipping, logistics, delivery and pickup services are also exempt ("essential") under those same jurisdictional orders.

Regarding Supply Chain and Shipping Schedules:

Nautilus Hyosung employs a variety of best practice(s) of business continuity, health and safety measures to ensure seamless operations. At this time, we are fully operational and have experienced no instances of work product or service interruptions due to current COVID-19 Coronavirus-related logistics restrictions in some Asian countries. We have experienced no other COVID-19 Coronavirus-related issues, but we continue to observe all WHO and US Government guidelines for employee travel and monitor the global situation closely. We will continue to provide additional information as received.