



18 March 2020

Dear Sir/Madam,

**COVID-19 – SERVICE ALERT  
- NATIONWIDE EXPRESS OPERATES AS USUAL**

First and foremost, we wish to thank you for allowing Nationwide Express to be your preferred logistics partner.

The Malaysian Government has imposed a 14-day “**Restricted Movement**” in order to curb the spread of COVID-19 infection in Malaysia. The order is imposed under the Prevention and Control of Infectious Diseases Act 1988 and well as the Police Act 1967, which cover a range of activities.

In line with Item Six (6) of the Prime Minister’s special address dated 16 March 2020, all government and private sector premises will cease operating, with the exception of premises involved in the provision of essential services such as water, electricity, energy, telecommunications, post, transportation, water services, oil, gas, fuel, broadcasting, financial, banking, health, pharmacy, the Fire and Rescue Department, prisons, ports, airports, security, defense, cleaning, retail and food supplies.

In view thereof, Nationwide Express will be **operating our business as usual from 18 to 31 March 2020**. For prevention purposes, we have undertaken to provide our employees with sanitizers and face masks and a contingency plan will be set in place and will be activated accordingly. We are committed to continue to look after the wellbeing of our employees.

We wish to advise our customers, in view of the Restricted Movement Order for the time being and until further notice:

1. delivery and pick-up services for **East Malaysia** shipments will be experiencing some **delays**; and
2. **international** shipments will be **suspended and shall not be accepted**.

Once again, we would like to take this opportunity to express our deep appreciation and gratitude for your ongoing support and cooperation in the current challenging environment.

Should you need further clarification, kindly contact your respective Account Managers and/or Telesales Representatives at +603-5163 3388 or you can email to us, [kul\\_sales@nationwide2u.com](mailto:kul_sales@nationwide2u.com).

As always, we thank you for your understanding and continuous support to **NATIONWIDE EXPRESS COURIER SERVICES BHD.**

Yours faithfully,

For and on behalf of,  
**NATIONWIDE EXPRESS COURIER SERVICES BERHAD**

**WAN MOHAMED DEN BIN WAN MOHAMED ZIN**  
Chief Executive Officer

**Corporate Office:**

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**Nationwide Express Metro  
Sdn. Bhd. (147041-U)**

**Nationwide Express Freight  
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**Nationwide Express Distribution  
Sdn. Bhd. (582774-D)**