

EXCEPTIONAL ANNOUNCEMENT

In the spirit of transparency and social responsibility, we would like to share that there was a confirmed case of Covid-19 on 15 January 2021, at our Nefful Malaysia (Kuala Lumpur) office premise. To ensure all safety measures are in place, all employees of Nefful Malaysia (Kuala Lumpur) have been arranged for swab testing on the same day. Visitors who have visited the office premise recently are advised to do self-monitoring of their health conditions, if symptoms are observed, please seek medical attention immediately.

With the safety of all our partners and employees as the top priority, Nefful Malaysia (Kuala Lumpur) office will be temporarily closed from today onwards, until further notice. During this closure period, we will carry out a thorough cleaning and disinfecting of the office premise, ensuring the compliance with the SOP guidelines set by the Ministry of Health is met. We take this situation very seriously and want to assure you that we will continue to uphold all safety measures to the highest standards.

During this period, Nefful Malaysia will continue to provide services to all partners via online communications. Partners can continue to shop online at NIShop or submit order forms, membership application forms to Nefful Malaysia through email at customer@nefful.com.my. All orders will be delivered and walk-in services such as self-collection, product exchange et cetera, shall not be available at Kuala Lumpur office during this period.

Nefful Malaysia branch offices in Penang and Sarawak are opened for business operations as usual. For urgent assistance and other enquiries, please contact the branch offices in Penang and Sarawak or email to our Customer Service team. Kindly refer to the [FAQ](#) published on 15 January for more information.

We regret for any inconvenience caused during this period. Thank you for your understanding and support as we work together towards the prevention of COVID-19.

15.01.2020