

## Exceptional Announcement

The Malaysian government has officially announced the “Nationwide Restriction of Movement Order”, will be extended to 14 April 2020. All offices of Nefful Malaysia shall continue to close temporarily and provide services to all partners via remote communications during this period, in compliance to the movement order.

During this period, Nefful Malaysia will continue to provide services to all partners through email communications. Partners can continue to submit order forms, membership application forms to all branch offices of Nefful Malaysia through the abovementioned communication channels.

Product purchases will be delivered by courier services while queries on sales volume can be requested via email. Walk-in services such as self-collection, product exchange et cetera, however, shall not be available during this period. The Company shall review the adjustment on extended period for product exchange and the minimum amount required to entitle for free delivery service accordingly. The qualifying criteria for the award entitlement challenges and promotions shall remain status quo.

Kindly refer to the [FAQ](#) published on 25 March or contact our Customer Service team for more information.

We regret for any inconvenience caused by the temporary closure of the offices in Malaysia. Thank you for your understanding and support as we work together towards the prevention of COVID-19.

25.03.2020