

KONAMI

March 19, 2020

To Our Valued Casino Customers:

In the face of uncertainty surrounding COVID-19, Konami Gaming, Inc. is committed to supporting its global customer base to the greatest degree possible while protecting our employees and the public health. We recognize that the virus presents a threat to normal business operations and overall safety. Our position is to remain open and available to deliver business services and technical support. This will be accomplished through remote means of work and communication, in alignment with the latest guidelines from the Centers for Disease Control and Prevention (CDC).

Here are the actions we are taking to safely support casino customers at this time:

Games Service & Support Lines Remain Active During Normal Hours

Games customer service is available Monday through Friday, 6AM to 6PM Pacific Time (PT) via phone [+1.866.KGI.SLOT, Ex. 1] and email [U.S. and Canada: customerservice@konamigaming.com, International: ics@konamigaming.com].

SYNKROS Systems Service & Support Lines Remain Active All Day, Every Day

Systems customer service will continue to be available 24X7X365 by phone [+1.866.KGI.SLOT, Ex. 2], by email [newcase@konamigaming.com], and by opening a support case through the Zendesk support ticket tracking system.

Games & Systems Sales Representatives are Available Remotely

Your Konami's Games and Systems Sales Representatives are available by phone, text, and email to assist with new and current orders. In-person meetings are not recommended but can be considered under special circumstances.

New Installations Continue to be Performed

Konami is continuing to support new games and systems installations, as assessed on a case-by-case basis through executive approval. Please speak with your sales representative to escalate these requests.

Cleaning Instructions

Official game machine cleaning instructions have been issued by Konami, are available [here](#).

Communication Plan

Any further actions or updates by Konami Gaming will be communicated through customer service bulletin emails, marketing emails, sales representatives and the following link: <https://www.gaming.konami.com/corporate/Home/Contact.aspx>.

We greatly appreciate your patience and understanding as we seek to support our global customer base, while serving the best interests of public health.

Sincerely,



Steve Sutherland
President & Chief Executive Officer
Konami Gaming, Inc.

Konami Gaming, Inc.

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