

March 23, 2020

Dear Valued Customer:

Thank you for your ongoing support of MacDermid Graphics Solutions LLC. As the situation around the COVID-19 Coronavirus continues to evolve, our utmost concern has been for the health and safety of our employees, customers, suppliers and other stakeholders. We have taken appropriate steps to continue to serve your business, while keeping the health and well-being of our customers and our employees in mind. To that end, MacDermid has developed a business continuity plan to support our customers during the COVID-19 Coronavirus crisis by:

- Having our MacDermid Support Team telecommute, while maintaining our normal hours of operation.
- Providing our MacDermid Support Team with laptops (inclusive of the appropriate software) and internet and systems access to conduct business as usual.
- Offering customer and technical support via Microsoft Teams meetings and other videoconferencing systems to address your needs.
- Offering guidance and remote training for installations or audits if we are not able to be on-site due to travel or other restrictions.
- Changing on-site meetings to video or audio calls via Microsoft Teams and other videoconferencing systems.

MacDermid will continue to evolve our business continuity plan as this health crisis unfolds. We will keep you apprised of changes to our customer support during this time. If you have any questions, feel free to contact your Account Manager or a member of our MacDermid Support Team listed on the following pages. Again, we appreciate your business and will continue supplying industry-leading products and services that you know and trust.

Sincerely,

Melanie Galloway
Senior Vice President, MacDermid Graphics Solutions LLC



Customer Service Operations remain fully functional and are supporting all customer needs. Below is a directory to reach our support team.

U.S. & Canada

Atlanta Operations, Sr. Mgr Customer Relations and Business Operations – Nancy Barto
Direct Phone: 404-699-3345
Cell: 404-723-8600
Email: nancy.barto@macdermid.com

Customer Service Manager – Jannette Cunningham
Direct Phone: 404-699-3307
Cell: 404-536-6599
Email: jannette.cunningham@macdermid.com

Customer Service Representative – Tracy Patterson
Direct Phone: 404-699-3329
Email: tracy.patterson@macdermid.com

Customer Service Representative – Shinoca Harris
Direct Phone: 404-699-3331
Email: shinoca.harris@macdermid.com

Customer Service Representative – Nicola Taylor
Direct Phone: 404-699-3312
Email: nicola.taylor@macdermid.com

Customer Service Representative – Milagros Rojas
Direct Phone: 404-699-3346
Email: milagros.rojas@macdermid.com

Latin America

Brazil

Customer Service Manager – Andrea Gimenes
Direct Phone: +55 11 4789-8578 / 8570
Email: andrea.gimenes@macdermid.com

Mexico

Customer Service Manager – Cristina Cosmes
Direct Phone: +52 55 5078 3969
Email: cristina.cosmes@macdermidenthone.com

LATAM

Customer Service Representative – Milagros Rojas
Direct Phone: 404-699-3346
Email: milagros.rojas@macdermid.com



MacDermid
GRAPHICS SOLUTIONS

Mainland Europe, Turkey, Russia, CIS

MacDermid Graphics Solutions
Av. de la Riera, 36 – 08960 Sant Just Desvern (Barcelona) – Spain
Direct Phone: +34 932 202 258
Email: orders_emear_graphics@macdermid.com

Sales Assistant – Monique Farràs
Email: orders_emear_graphics@macdermid.com

Sales Assistant – Paulina Martinez
Email: orders_emear_graphics@macdermid.com

UK, Ireland, Middle East & Africa

MacDermid Graphics Solutions
3rd Floor, 16 Stratford Place
London W1C 1BF
Email: orders_uk_ie_graphics@macdermid.com

Sales Administrative Manager – Vicky Filkins
Email for Packaging: orders_uk_ie_graphics@macdermid.com
Direct Phone: +44 (0)7778 749159

Sales and Logistics Administrator – Zoë Gallagher
Email for Packaging: orders_uk_ie_graphics@macdermid.com
Email for News: zoe.gallagher@macdermid.com
Direct Phone: +44 (0) 1942 501021

Sales and Logistics – Natasha Dearnley
Email for Packaging: orders_uk_ie_graphics@macdermid.com
Email for News: natasha.dearnley@macdermid.com
Direct Phone: +44 (0) 1942 501052



Asia Pacific

Asia Pacific – Packaging & Screen

Operations Mgr Customer Relations and Business Operations – Jonas Persson

Cell: +65 81 23 02 89

Email: jonas.persson@macdermid.com

Japan – Packaging

Customer Service Representative – Risa Fujita

Cell: +81 80 84 18 78 32

Email: risa.fujita@macdermid.com

Oceania – Packaging

Customer Service Representative – Trudy Brown

Direct Phone: +61 39 30 35 150

Email: trudy.brown@macdermid.com

Greater China & Korea – Packaging

Sr. Customer Service Representative – Melza Ung

Direct Phone: +852 93 89 88 73

Email: melza.ung@macdermid.com

South Asia & South East Asia – Packaging

Customer Service Representative – Siew Wan Chan

Direct Phone: +65 85 86 99 37

Email: siewwan.chan@macdermid.com

Asia Pacific – Screen

Technical Sales Engineer – Stanley Ho

Direct Phone: +65 98 18 32 80

Email: stanley.ho@macdermid.com