



PIN: PIN201204H

Date: June 16, 2020

Dear Customer/Partner,

Cypress, an Infineon Technologies Company (referred to in this letter as Cypress), remains dedicated to providing our customers and channel partners with up-to-date communications as they pertain to our supply chain capabilities. Cypress has a global manufacturing supply chain network that includes manufacturing facilities and partners located in countries around the world.

Cypress Cavite Philippines (CML) Facility Update

The Cypress Philippines facility is located in the Cavite area and has been under the General Community Quarantine since May 16, 2020 and is currently operating at full manufacturing capability.

Shipments will continue to be prioritized as we continue to work through the backlog of orders due to the shutdown.

Cypress Penang, Malaysia Facility Update

Starting June 10, Malaysia moved into the Recovery phase of the Movement of Control Order, which is expected to continue until August 31. There is no impact to our customers as this facility primarily fulfills Known Good Die (KGD).

Cypress India Update

The government-ordered lockdown has been extended to June 30, 2020 in select regions of the nation. This required action has resulted in delays to the fulfillment of development kit orders, as Contract Manufacturers in the region are operating with partial manufacturing capacity and are expected to restore full capacities by the first week of July 2020.

Cypress Thailand

Thailand implemented a nationwide curfew (10:00pm – 4:00am) until June 30, 2020. Cypress has adjusted the shift-change timing as a result of this implementation. At this time, there is no impact to manufacturing or shipping operations due to the nationwide curfew.

Singapore (subcons)

At this time, there is no impact to our subcontractor partners, who remain fully operational, with all health and safety precautions in place.

Failure Analysis and Technical Support

Various countries and legal jurisdictions are permitting activities to resume, provided appropriate safety measures and social distancing plans are in place. Cypress has successfully met those requirements for some failure analysis labs; these labs are processing FA (Failure Analysis) cases for Memory, Wireless, and USB products with a limited workforce.

Cypress Semiconductor – An Infineon Technologies Company

Postal address 198 Champion Court, San Jose, California, U.S.A. 95134

Internet www.cypress.com www.infineon.com

Headquarters Am Campeon 1-15, D-85579 Neubiberg

Management Board Dr. Reinhard Ploss (CEO), Dr. Helmut Gassel, Jochen Hanebeck, Dr. Sven Schneider



Due to local restrictions, the FA labs supporting Microcontrollers (MCUs), Power Management (PMIC), and PSoC® products remain shut down. Please refrain from sending or initiating new failure analysis requests for these products as we will be unable to process the cases.

Due to the changing legal restrictions of the various locations, please contact your CQE to obtain the latest FA lab status information.

Our Technical Support staff is working from home, and our teams are continuing their efforts to resolve technical questions. Please expect a delay in resolution times for some technical questions where setting up our Applications Engineers with hardware at home may be necessary to support their work.

Please note that out of an abundance of caution for the health and safety of our employees, Cypress may continue existing mandatory WFH policies at certain sites regardless of local government mandates.

Given the widespread government announcements and restrictions around the world, we are cognizant of the impact to our customer sites. Please communicate with your Cypress Sales or ISR should there be any changes to your operations, such as closures, or if you no longer require your shipment(s). Lastly, Cypress expects that customers will continue to honor existing payment terms and conditions and notify us immediately if you foresee delays in your ability to make timely payments.

It is our top priority to maintain business continuity and to provide you with as much communication as possible. Cypress will continue to provide updates on all delivery schedules, which will be reflected in our EDI transmission updates to you or via your ISR.

Please contact your Cypress account manager or ISR should there be any questions related to this communication.

Thank you for your continued support.

The Cypress Pandemic Team

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