

21<sup>st</sup> April 2020

Dear Valued Partner:

Recently, we were informed by Google that its Play Developer Console access was suspended for any company that has been added to the U.S. Entity List, which includes Hikvision. As a result, Hikvision is not allowed to upgrade its apps in the Google Play store, while customers can no longer enjoy the up-to-date Hikvision apps.

In light of this, we launched Hikvision App Store [<https://appstore.hikvision.com/>] to enable customers to download Hikvision apps safe and fast to their Android or iOS mobile devices.

The Hikvision apps released in Hikvision App Store are fully compliant with the design and development guidelines applied to Android / iOS operating systems, which ensures consistency and reliability for our customers.

We apologize for any inconvenience this may have caused, and we'll continue striving to provide quality products and services to you. Thank you for your support. Please do not hesitate to contact your Hikvision representative with any questions.

Kind Regards,

A handwritten signature in black ink, appearing to be the Chinese characters "杨健" (Yang Jian).

**Jason Yang**  
**President – Hikvision UK & Ireland**