

## **An important update from our CEO - Ravi Vora**

Dear Catawiki customer,

These are challenging times. The spread of COVID-19 is impacting everyone – our employees, bidders, buyers, sellers and our courier partners. Our first and most important priority is to keep yourselves and your loved ones healthy and safe.

Just as we are here for you during the good times, we are also here during challenging times. As we navigate through this crisis, I want to reassure you that Catawiki is committed to keeping the platform functioning. All our employees are now working remotely to enable our users to continue using Catawiki in the least disruptive way.

We will continue to:

1. Accept and curate special objects on our platform, thereby providing our sellers with a global online platform at a time when alternative sales channels may have become unavailable.
2. Ensure our buyers can continue to bid on the items they are passionate about in a safe and secure way. While remaining confident that their payment is secure until successful delivery and receipt of the object.
3. Provide help at every step of the process through our 130+ Customer Experience specialists, who are seamlessly connected to our technology driven platform.

Some disruption will be inevitable. In some regions, for example, packages may take longer to ship and deliver than usual. In those situations, we will keep you updated by enabling you to speak directly to each other through our buyer-seller chat feature. Our Help Centre page will also be updated daily to reflect recent developments – and our Customer Experience team is available to you, as always.

On behalf of the entire team at Catawiki, we thank you for your continued support and we are committed to being there with you every step of the way.

Wishing you good health,



**Ravi Vora**  
CEO Catawiki