



February 14, 2024

Dear Valued Customer,

In recent weeks, we have experienced unanticipated production issues at the manufacturing facility that produces our egg roll products which are causing service disruptions. We sincerely apologize for the challenges and inconvenience this causes within your operations. We are committed to working as quickly as possible to resolve these production and inventory delays and we will continue to provide you with regular communication on our progress.

Two main issues are affecting our production:

- Increased demand for our Egg Rolls, and
- Unanticipated delays following a major capital investment at the facility that was necessary to expand capacity and ensure we continue to deliver the highest quality products.

Unfortunately, we have encountered some unexpected issues that delayed our full startup schedule.

As a result, we will have product shortages across Minh Egg Roll codes for at least the next few weeks. We will provide an update with more details on our recovery timeline in the next two weeks.

Item Code	Item Description
56711	SFS MN ER PRK & VEG 3OZ 36CT
69039	SFS MN ER VEG 3OZ 72CT
69100	SFS MN ER PRK & TVP 3OZ 72CT
69151	SFS MN ER PRK & TVP NO MSG 3OZ 72CT

We understand the impacts of this disruption on your business. Our team is working tirelessly and as quickly as possible to restore our service levels and deliver the quality products you expect from us.

Please contact your Schwan's Sales Representative to discuss alternative product options should the need arise. We appreciate your support and remain committed to serving you.

Sincerely,

Robert Dircks
Vice President, Marketing and Sales Planning
Schwan's Food Service, Inc.