March 2020
(Revised：April 17th 2020)

To Our Valued Customer;

SAISON INFORMATION SYSTEMS Co., Ltd.
HULFT Division

**Notice about the Trial Version Support due to the COVID-19**

We want to thank you for being a customer. We value the trust you have put in our HULFT/DataSpider technical support service and would like to thank you for that.

Considering the Government general policy about the prevention of the COVID-19 infection and valuing our customer's business, we will extend the term of use and the available inquiry period for the trial version. The purpose is for you to try out each of our products without any problem. When making inquiries, please include your customer ID and serial number, and contact us.

Best regards,

## 1. Applicable Products

Applicable Products

・HULFT and its associated products
HULFT/HULFT Manager/HULFT IoT/HULFT-HUB/Data Magic/WebFileTransfer

・DataSpider and its associated products
DataSpider Servista/DataSpider Servista WS Version/PIMSYNC/Thunderbus

※Any customer using the trial version that is not listed in the applicable products and would like to extend the term of use of the trial version as well as extending the period available for an inquiry, please inquire about it to the following trial version inquiry contact.

Trial Version Inquiry Contact：
hultest@hulft.com

[About Customer's ID and Serial Number]

The trial version product's customer ID and serial number are

noted in the email that we sent upon the trial version product registration.

## 2. Eligible Customers

It is a critical time to prevent the spread of infection in Japan.

The eligible customers are as follows.

Before：

Among customers using the trial version, a customer who has applied for it from December 1st, 2019 through March 31st, 2020, will be available.

After：

Among customers using the trial version, a customer who has applied for it from December 1st, 2019 through May 31th, 2020, will be available.

## 3. Support Description

In line with the expansion of the eligible customers as described in 2, the trial version expiration date and inquiry period will be re-extended as follows.

Before：

Eligible customers can extend the term of use and an inquiry period until June 30th, 2020, by following the details for each product described below:

※The term of use of HULFT and its associated product would be extended until May 31st, 2020.

After：

Eligible customers can extend the term of use and an inquiry period until August 31st, 2020, by following the details for each product described below:

※The term of use of HULFT and its associated product would be extended until July 31th, 2020.

・HULFT and its associated products

　　By uninstalling/reinstalling the trial version.

　　※Please refer to the manual of each product for the reinstallation procedure.

We will also extend the term of an inquiry period, and no application is necessary.

・DataSpider and its associated products

We will add the number of times that you can reissue the product key upon using the trial version.

※By using the reissued product key, the trial period will extend.

We will also extend the term of an inquiry period, and no application is necessary.

※Depending on the situation in Japan, the contents and extension period may change.

End

【Revision History】

| March 19th, 2020 | First edition created |
|---|---|
| April 17th, 2020 | [1. Applicable Products] [2. Eligible Customers] [3. Support Description] has changed. |