



June 1, 2021

Hello COMC customers:

From the very beginning, I have been fortunate to be a part of COMC's growth and continued efforts to optimize your joy in the hobby. Today, I have an important message to address many of the concerns raised over the past few months regarding our current shipping experience.

In most of our history, COMC has been known for reliable shipping and customer service. Starting with the launch of our support for eBay auctions, which carried into the global pandemic of 2020, and combined with the tremendous growth of our industry, our ship times have lagged significantly. The most critical factors impacting our ability to fulfill shipment requests have been adapting our processes to operate in the pandemic, a labor shortage as a result of the pandemic, and running out of warehouse space. We are collectors here at COMC and genuinely feel the frustration that shipping delays have caused.

For full transparency, in March 2020, we shipped over 25K packages with an average ship time of under 3 days. While our capacity has steadily increased over the months, our average ship time has gotten worse due to transitioning and onboarding at the new location. For perspective, in May 2021 we broke a COMC record by shipping over 45K packages; and while this is great news, we are working to get our shipments out in a more consistent and reliable time frame. Rest assured that we have a plan and are committed to getting there.

In the last 3 months we moved our entire packaging department to our new facility where we installed new warehouse automation, and we have improved our recruiting, onboarding, and training. COMC is focused on continued shipping improvements and we thank you for your patience and understanding as we adjust to our new location, team, and equipment.

Additionally, in response to the situation:

- We are currently hiring 5-10 new team members per week with the goal of growing the company to 400 employees by the end of 2021.
- Every outgoing card is now individually barcoded, which is a tangible, new improvement to ensure accuracy.
- We have increased our Customer Service support with 10 new hires since February 1, 2021.
- We have created several new support roles on-site dedicated to expediting orders.

COMC takes the delivery of your valued assets seriously and will continue to prioritize improvements to reduce shipping turnaround times. Company-wide, from top to bottom, our



teams are working around the clock to resolve overdue orders. We truly regret any inconvenience our delays have caused you.

On a personal note, Tim Getsch (COMC CEO & Founder) and I are on the ground at our new location, working closely with the team to ensure our success. I am committing to reporting the improvements COMC is making every month as the trading card industry continues to grow and evolve. I look forward to sharing these regular updates about how COMC is providing quality and integrity in the delivery of your collectibles.

Thank you,

A handwritten signature in black ink, appearing to read 'Julia Getsch', written over a light-colored rectangular background.

**Julia Getsch**  
COMC President and Cofounder