

SINCLAIR

February 3, 2026

Important Update about Sinclair US

Earlier this month, Ms. Andrea Trofimuk, SVP North America concluded her 15-year tenure with the organization. We wish Andrea much success in her future endeavors as she embarks on this next chapter.

Looking ahead, and with the goal of solidifying our financial and cash position in North America, Sinclair has begun a reset and rebuild phase of its Energy-Based Devices (EBD) business model in the United States. As we move through this period, we want to be transparent about what this means for our operations. From February 1st, the Company will operate using a streamlined structure during this disciplined reset phase.

Commercial / Customer Update

Sinclair remains committed to the EBD sector in the US and globally, focusing on customer support and rebuilding the business for future strength.

- Sinclair **will** remain in the EBD space both in the US and globally
- Sinclair **will** continue to support our current customers

Change of this nature involves careful navigation, and we are addressing matters in a structured and considered way. The objective is to emerge from this reset in a stronger, more sustainable position.

Interim Business Leadership

To ensure a proper transition into a new business model in the US and Canada markets, Alfonso Ugarte (currently Sinclair Mexico Country Head) will take on the short-term role of Interim Business Head for Sinclair North America. Alfonso has demonstrated strong leadership since joining Sinclair in early 2024, successfully leading both the INJ and EBD businesses in Mexico, restoring growth and profitability, building a solid leadership team, and strengthening a values-driven culture. Additionally, prior to joining Sinclair, Alfonso has had direct experience in the US & Canada markets which will come in handy. He was NA Vice President for Stiefel and (more recently) as US Commercial Operations EVP for Almirall. He is an Industrial Engineer and holds a master's degree in business administration from Duke University. We are confident that Alfonso's experience, judgement, and leadership will provide the US organization with the focus required during this transition.

What does this mean for current, existing customers?

We understand that our customers may have questions about what this transition means for your business. We want to assure our valued customers that we remain fully committed to your ongoing success. Our focus on providing industry leading clinical, technical and operational support is a core priority that remains unchanged.

To ensure stability and continuity, our support teams continue to be led by Gil Shapir, VP of Operations NA, a 21-year veteran of both Viora and Sinclair. Gil oversees a unified Operations, Customer Care and Technical support team with over 50 years of collective industry experience.



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SINCLAIR

This expertise ensures that the high level of service you have come to expect is maintained without interruption.

Additionally, our online store, MySinclairShop.com, remains open for business as usual. As a token of our appreciation for your continued partnership, please use coupon code **TRUST** for 20% off your next order.

Our team remains ready to assist you; please continue to contact us via our Customer Care department at CustomerCareUSA@sinclair.com

What happens to open deals or active discussions?

If you are currently in discussions about purchasing a Sinclair product or have an ongoing inquiry, please be assured that your interest remains a priority. We have transitioned to a centralized corporate support model designed to provide more direct access to our organizational resources.

To ensure you receive the proper attention, when you contact Customer Care (888-415-1192), you will be routed to the appropriate specialist. All active discussions and agreements will continue to be supported and evaluated by our leadership team. We appreciate your patience as we ensure a thorough review and a seamless transition for all pending matters.

Sincerely,

Sinclair Board



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