XX, 2020

At XX the safety and well-being of our employees and our customers is always our priority, and we recognize the important role we play XX during this critical time. We are actively monitoring the COVID-19 situation and taking steps to help keep our communities safe. We wanted to share with you some steps we are taking.

**Aligning with public health authorities**

We have a team of Senior Managers that are dedicated to our response to this pandemic and have a Business Continuity Plan to ensure the continuation of services. We are closely monitoring updates from the Center for Disease Control and the World Health Organization. We will continue to seek guidance from these agencies, public health officials and government agencies on an ongoing basis.

**Protecting our employees and customers**

As our employees interact with customers and the general public, we have taken steps to limit exposure to the virus. We have put restrictions on travel, limiting the size of meetings, providing remote-work solutions, and continue to reinforce safe behavior in every environment – from customer homes and businesses to our offices, where we have ramped up deep-cleaning.  Additionally, we have stopped visits from outside vendors and ask all essential visitors to fill out a COVID-19 acknowledgement form before entering our premises.

**Assisting our employees**

We are in continuous communication with our employees reminding them about the importance of good hygiene, providing them with health education and support whenever needed. Employees who feel ill have been told to not report to work and we have specific quarantine and communication procedures in place should an employee be diagnosed with COVID-19 or is asked to self-isolate by a public health authority, and to provide comprehensive benefits to support them.

**Our commitment to our customers and our communities**

XX is diligently working to meet the full requirements of our customers. We are continuing to operate at XX capacity and our hours of operation have changed to XX. We will be available to assist you as normal, 24/7.

As always, thank you for being a customer and for your continued trust as we manage through this time together.

Thank you,

XX