



March 17, 2020

To our valued customers:

Like many other businesses, our company is vigilantly monitoring the news and identifying ways to prevent the spread of Coronavirus strain COVID-19.

To proactively help prevent the spread of the virus, our company has enacted the following protocols effective today:

- All meetings at our office will be temporarily suspended and our office is closed to the public. We have installed a drop box at the front of the building for payments, etc. Please do not pay by cash.
- Our employees will be monitored for the illness and if ill may have to self-quarantine at home. There will be no visits to any property for now. We will be working at the office, however, if you need something please call or email us.
- Out of office meetings and events will be curtailed as much as possible and instead will be conducted via telephone.
- The best way to communicate with us will be by email. We will regularly monitor voicemails and will continue to promptly respond to your needs by email and phone during business hours.

During this difficult time, we wish you and your loved ones the utmost health and safety. Thank you for your understanding, and please do not hesitate to contact us with questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Mary Jane", written in a cursive style.

Mary Jane "Janie" Kramer
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