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Valued Customer,

I wanted to reach out to you and let you know that the entire U.S. AutoForce team shares your concern over the emerging COVID-19 crisis. We hope that you, you family, and your team is staying healthy and safe. While the health of people is the focus of the current efforts surrounding social isolation, we know that you are also concerned about the health of your business as our nation navigates this challenging time. While we may need to make adjustments to some daily operations, our teams remain dedicated to serving you.

In speaking with many customers, a common discussion has surrounded the need to access resources available to assist business owners during this crisis. As such, we have created a **COVID-19 Customer Resource Center** that is accessible here or by following the link below. The resource center is intended to be a consolidation of resources and information which will help you weather this storm and thrive in its aftermath. Topics included in the resource center include:

- ASSISTANCE FOR YOUR BUSINESS – Such as S.B.A. COVID-19 special small business loans
- MAINTAINANCE OF BUSINESS CONTINUITY
- DISEASE SPREAD AND PREVENTION INFORMATION
- STAYING INFORMED – links to an array of resource sites for you and your family

We encourage your feedback on how the resource center can be improved as the situation continues to evolve. In addition, if there are issues you are confronting, the U.S. AutoForce team is here to help. Please contact us and we will do our best to assist you.

As the COVID-19 situation continues to develop, two truths have emerged: First, we all have an overriding responsibility to care for one another, and second, we are all in this together. Thank you for your business and ongoing

March 30, 2020

support of U.S. AutoForce, and we look forward to working together with you as we confront this challenging time.

Sincerely,

A handwritten signature in black ink, appearing to read "Pat Hietpas". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Pat Hietpas  
President

[Click HERE for the Customer Resource Center](#)

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**Your Power to Win.<sup>®</sup>**

U.S. AutoForce Customers,

March 23<sup>rd</sup>, 2020

As you are all aware, the impact of the COVID-19 outbreak has caused significant disruption to life in our country. In an effort to keep our team members and customers safe, and in response to current sales volume changes, U.S. AutoForce will be adjusting the number of deliveries we will be making on a daily basis. Until the effects of this outbreak are behind us, we will deliver up to twice daily in metro areas and up to once daily in rural areas. This will start Tuesday, March 24<sup>th</sup>. Please contact your U.S. AutoForce business consultant for specific delivery details for your area.

U.S. AutoForce is proud to serve you, and we will do everything in our power to meet your needs during this difficult time. Rest assured that this situation is temporary, and we look forward to returning to normal schedules once this pandemic is safely in the rear view mirror. Thank you for your business and ongoing support of U.S. AutoForce.

A handwritten signature in black ink that reads "Pat Hietpas".

Pat Hietpas  
President  
U.S. AutoForce



**Your Power to Win.<sup>®</sup>**

Good Morning,

March 17<sup>th</sup>, 2020

The entire U.S. AutoForce team shares your concern about the spread of coronavirus (COVID-19) and its potential impact on health and businesses. Our top priority is the protection of the safety and wellbeing of our team members and customers.

While every effort will be made to maintain normal operations, in order to adhere to CDC recommendations surrounding social distancing, U.S. AutoForce will be modifying its signature policy at delivery. While typically we ask you to sign-off indicating receipt of a delivery, moving forward our driver will ask for your name and we will write in the name on your behalf. This measure will reduce the potential for disease spread by minimizing the need to hand off pens and tablets which are able to transmit the virus from person to person.

In addition, while we are committed to doing everything possible to maintain delivery schedules to serve you, please understand that there may be times in which spread of COVID-19 causes us to need to reduce our delivery frequency or alter schedules. This is a highly fluid, developing situation, and we will keep you informed of any changes that occur which impact your area.

Thank you for your business, and for your support of U.S. AutoForce as we all work together during this challenging time.

Sincerely,

A handwritten signature in black ink, appearing to read "Pat Hietpas".

Pat Hietpas  
President, U.S. AutoForce