

# WHAT WE'RE DOING TO PRACTICE SOCIAL DISTANCING IN RESPONSE TO COVID-19



- *We already provide pictures of your roof's damage, but we are now meeting with customers via FaceTime or Google Duo (video chat) to discuss recommendations and next steps.*
- *We are conducting three-way calls your insurance company to file your claim.*
- *We are sending documents for electronic signatures and conducting phone calls to go over the details.*
- *We are waiving any processing fees for customers who feel more comfortable paying any money owed via credit or debit card.*
- *Our suppliers are still working hard to make sure our orders are being delivered on time. They are taking pictures of the material deliveries and are not to interact with customers unless absolutely necessary. They have been practicing social distancing as well by closing their office to non-employees and making sure internal employees follow distance and sanitation rules.*
- *We are asking that if you're home during your installation that any communication you need to make to the installation crew be called into your Roofing Specialist instead of talking to them face to face.*
- *Our roofs are being installed by crews of 6-9 people in compliance with the governor's orders to keep group gatherings to 10 people or less. This will not delay or extend the time it takes to install your new roof since working crews of 6-9 is typical.*
- *Anyone showing any signs of being sick are required to stay at home until they have been properly tested and all symptoms have been gone for at least 72 hours.*

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We're doing everything we can to make sure our customers feel safe during this time and comfortable using our services, so if you have any questions or concerns please reach out at 615.933.7753 or [Info@PerformanceRoofing-TN.com](mailto:Info@PerformanceRoofing-TN.com)

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To learn key facts about Coronavirus (COVID-19) visit the Centers of Disease Control & Prevention page designated to the illness: [bit.ly/COVID19KeyFacts](https://bit.ly/COVID19KeyFacts)