



**TACLB16003C**

Dear Customers,

We felt that it was very important to keep this channel of communication open during this stressful time in the world.

We want to assure you that we take the health and well-being of our community, customers, and employees along with their families very seriously. Like you, we're closely monitoring the quickly developing effects of the Coronavirus (COVID-19) pandemic.

Since our business relies on technicians performing work at a customer's location, we have implemented some temporary changes. We already use paperless invoices and are increasing our communication by phone, email, text, and video chat when appropriate. We ARE currently running service calls. We have instructed our personnel of the importance of social distancing and to use additional sanitizers, shoe covers, and gloves that are provided for them. While we do stock a lot of repair parts on our trucks, replenishment is becoming an issue, due to supplier and warehouse restrictions.

We understand that this is a time of uncertainty in the workplace and in the community. We highly recommend that you contact us as soon as possible to book any future appointments, installs, or change-outs. If you do not already have a 3E maintenance contract in place, now would be a good time to sign up for one. These will get PRIORITY service as things progress.

We are all in this together. We will continue to monitor the COVID-19 situation and will follow guidance from public health officials and government agencies, so we can continue to support our customers and communities as needed. The family at D&C A/C Service, LLC has weathered decades of economic ups and down and will continue to provide the needed services our customers have come to appreciate.

You can find us on our social channels to keep updated.

For more information about COVID-19 and what you can do to keep healthy and safe, visit the Centers for Disease Control at [cdc.gov](https://www.cdc.gov) or your local health department's website.

Sincerely,

A handwritten signature in dark ink, appearing to read 'D. B. Hiller', is written in a cursive style.

David B. Hiller