



March 13, 2020

To our valued customers and employees:

At the Future Automotive Group, the health and safety of our customers and employees is our top priority. We fully understand the growing concern and anxiety surrounding Coronavirus (COVID-19) across our local communities. Our hearts go out to those who have been impacted by this virus.

In order to minimize risks of employees and customers becoming exposed to the spreading Coronavirus we are taking extra and necessary precautions. We realize this is more important than ever right now to do so. Every day, as a part of our regular operations, we will be taking these steps:

- Our dealerships will have additional cleaning services.
- All workplaces, common areas, and restrooms will be frequently cleaned and sanitized.
- High-contact surfaces, such as door-handles, will be sanitized multiple times a day.
- Handshaking will be restricted to prevent spreading of germs.
- All close contact with customers and employees will be minimized, especially with those who have had recent illness or are currently showing symptoms of sickness.
- Extra hand sanitizing dispensers will be available at business entry points.

We will work closely with our employees to ensure that anyone who is not feeling well contacts their healthcare provider and is supported to stay home. Furthermore, we ask that everyone practices frequent hand washing with soap, using hand sanitizer, coughing and sneezing into the elbow or tissue, and most importantly paying attention to signs and symptoms of illness.

Our company will continue to monitor the COVID-19 situation and refer to the Centers for Disease Control and Prevention, the World Health Organization and other public health agencies to determine the safest course of action for everyone who enters our dealerships. Based on current guidance and our own standards of practice, we will remain open for business. Our team will still be fully committed to providing an outstanding experience to you, as we strive for minimal interruptions to our operations and services.

The Future Automotive Group thanks our valued customers and employees for their support, particularly during this challenging and stressful time.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Steve Pleau", with a stylized flourish at the end.

Steve Pleau
CEO and President, Future Automotive Group