



The Coronavirus is impacting the nation and world creating challenging times for all of us. At Corefact we continue to be committed to providing products and services to support your business. We have put a number of policies and actions in place to keep our deliveries on schedule. I want to share with you some of the things we are doing.

**The health of our families and team:**

- Our customer service team will continue to provide support via phone, email and chat.
- All our non-production employees are working from home until it has been determined that it is safe to congregate in large groups again.
- Our Roseville, CA office is closed completely.
- Our Hayward, CA facility remains open only to essential production employees.
- We have implemented social distancing and CDC approved protocols for our operations to remain safe.

**Product and Services**

Our production facilities will remain open and we will continue to ship all received orders under our service level agreements, i.e. commitment to honor current timeframes for delivery, promise to process orders within our guidelines, and to respond to calls or email within a reasonable time frame.

- We have been in communication with our partners including the USPS, FedEx and UPS to ensure continued pickups and deliveries of your products.
- We have contingency plans in place to ensure our continued ability to produce products on time.

We appreciate your continued business. We wish you and your family the best health during this challenging time. We are all going to come through this stronger when the market fully recovers. Keep connecting with your clients and partners. Be there for them. This is a great time to perfect your ongoing marketing and get ready for when the market comes back strong. We are here to support you in all your efforts.

Be safe,

**Christopher Burnley**

CEO Corefact