

Subject: What Allen's is Doing For Your Home Service Appointments Because of COVID-19

Dear Client,

I'm not going to write a long wordy letter. You've probably gotten a ton of those already. I'm simply going to tell you what steps we've taken, so that when you need us for service, and when it's time for your routine maintenance, you'll be comfortable having us in your home.

I'm in my sixties, and this COVID-19 situation is certainly one of the most noteworthy events of my lifetime. But I do believe that we will come through it, and I'm confident that there will be some positive developments in the medical field worldwide because of it. So, here's what we're doing for our in-home service calls:

For the near term, until the situation improves, all of my technicians will be required to report to our office each morning, where we will take their temperature and make sure that they don't have a fever. No technician or representative, that has ANY evidence of sickness whatsoever, will be allowed to go into a client's home.

In addition to all of the training that we've already done on best practices for staying healthy during this crisis, including making sure that our technicians are washing their hands thoroughly and often, and are carrying and using anti-bacterial hand sanitizer, we will now require that they wear rubber gloves when they are in your home, as well as the shoe covers that they always wear.

Also, having our technicians shake your hand as a part of our greeting has been a part of our "Old-Fashioned Friendly" service since the beginning. I'm sure you'll be willing to give us a "pass" on this one if we have them NOT do that while this crisis is still in effect. But you'll still get the "red carpet" treatment!

All I ask of you is that you help us in the same way... If there is any evidence of fever or sickness in your household, I respectfully ask that you not invite us in.

We will get through this, and thanks so much for your business throughout the years.

David Allen