

*“We’re Closer Than You Think”®*



**“Our thoughts and prayers are extended across the USA as the COVID-19 pandemic impacts us all”**

### **To Our Valued Customers**

At Klaben, the foundation of our business is Satisfied Customers. In this challenging time, satisfying our customers requires our particular attention to your health, safety and well-being. We continue to closely monitor the COVID-19 pandemic daily and adjust our business practices accordingly. As a good corporate citizen, we remain responsive to the ongoing public policy directives addressing this pandemic.

- Facility – The cleanliness and maintenance of our facilities has always been a priority and we are now taking added steps to insure a safe environment.
  - o We have instituted CDC recommended disinfectant practices, paying particular attention to commonly touched surfaces
  - o Hand sanitizer is conveniently located in customer areas
  - o We have increased the level of cleaning and disinfecting
  
- Service – We remain committed to providing the professional service and convenience you have come to expect from Klaben with added emphasis on the safety of our customers and team members.
  - o Customer lounges temporarily closed to reduce the concentration of people
  - o Drive-thrus will be open as usual with expedited check-in procedures
  - o Secured additional supplies of disinfectants, wipes, hand sanitizers and gloves
  - o Continue to use seat covers
  - o Team members have been instructed to use gloves and wipes to clean the common touch areas of customers’ vehicles
  - o Shuttle service remains available
  - o Vehicle pick-up and delivery availability has been expanded
  - o Rental or Loaner Vehicles will be sanitized before and after each customer’s use
  
- Sales – We remain committed to meeting our customers’ needs and exceeding expectations with added emphasis on the safety of our customers and team members.
  - o Sales Department hours: 9-6, Monday thru Saturday
  - o Spacious showrooms allow for comfort, safety and peace of mind associated with social distancing
  - o Our online digital platform is available 24/7 and provides the full dealership experience – online and at your convenience! Visit [www.klaben.com](http://www.klaben.com).

Thank you for your business. We remain at your service.

We will continue to take responsible steps to address your needs while being mindful to your health and safety. We appreciate your business and extend our genuine concern and best wishes to you, your family and all those affected by the coronavirus pandemic.

**Thank you.**

**Richard Klaben**