



May 1, 2020

Dear Valued Customers:

Thank you for your patience as we waited to open our Sales Departments until our local government found it was safe for our customers as well as our employees to do so.

Now that we are open, we will continue to abide by the Center for Disease Control (CDC) Guidelines for maintaining safety by following these precautionary measures:

- All employees will follow the CDC and the Occupational Safety and Health Act of 1970 guidelines as well as the current COVID-19 guidelines for safety and hygiene
- We will frequently and consistently keep our public access clean and disinfected
- We will provide hand sanitizers and gloves for customers and employee use
- Signage to maintain proper hygiene has been placed in visible areas
- We will practice social distancing of 6 feet and have set up our showroom and service waiting areas to accommodate this social distancing
- Our employees will wear masks and gloves for everyone's safety
- During this time, we ask that customers call the individual dealerships to make an appointment to ensure proper social distancing
- When a customer comes to the dealerships, we ask that you wear your face masks

We respectfully ask that if anyone is ill, please do not come to our facilities; instead, contact us so that we can assist you in any way that is possible for us. Please respect our need to practice social distancing according to government CDC guidelines. We greatly appreciate your business, trust, and cooperation. Our goal is your safety.

Sincerely,

A handwritten signature in black ink, which appears to read "Nan I. Kitagawa". The signature is written in a cursive style and is positioned above the printed name and title.

Nan I. Kitagawa  
President