



## What you can expect from us at Mike's during the Coronavirus crisis

March 24, 2020

I wanted to take a minute to share with you what we are doing at Mike's to help you, our customer, during this rapidly changing Covid-19 crisis. We remain committed to serving you, sticking by you, and helping you get the Essential items you need during this trying time. We will keep health and safety as a top priority, and work in any way we can to serve you during this crisis.

We are ready and able to take any payments over the phone, online, text-to-pay, or in the store. Over the coming days, you should expect to hear from our team, offering to help you set up these online and pay-by-text options. Any fees for phone payments will be waived.

We will be limiting the number of people in the stores as instructed by the CDC Guidelines, but I want you to know that we are still open for business, and will be able to provide you with all of the Essentials you need. We feel that our business is an essential business as outlined by the DHS, and will do everything possible to be here for you. In addition to this, we will be willing to work with you through any financial hardship you may encounter during this event.

Our staff is working very hard to maintain a selection of certain products critical to helping your family during this event. Items such as:

- Refrigerators, Freezers, Stoves, and Laundry sets. Keeping your family healthy starts with good food and clean clothes.
- Computers -- most schools are closed, but are offering some type of online learning, and a lot of businesses are asking their employees to work from home.
- Small electronics such as game systems and flat panel TV's to help you pass the time if you are stuck at home.

We always offer great service with our products, but we will be making some changes to how we operate. For everyone's safety, we will be offering Doorstep delivery or Pick up of the items you need. In Situations where in-home delivery is absolutely required, we will ask you to help us with proper Social Distancing while we are at your home.

This is a continually evolving situation. We will get through this though, if we all work together. The people that work for Mike's are a very dedicated bunch who I consider part of my family. We are closely monitoring the Federal, State, and Local response to this, and will act as needed. In the meantime, please know that we are all in this together; your families are in our thoughts, and we are committed to helping you in any way we can. If there is anything you need, just ask.

Sincerely,

Mike Strong  
President, Mike's Rent-to-Own