



March 24, 2020

To our valued customers,

As things have developed with the COVID19 pandemic, we are thankful to be considered an Exempt and Essential company so we remain open for business.

To limit exposure and to promote proper social distancing during the anticipated peak of the virus, we are putting strict limits on our retail showrooms in Westminster, MD, Eldersburg, MD, Hunt Valley, MD and Hanover, PA effective immediately until further notice.

We are still open and here to serve you but we are *strongly discouraging walk-in business*.

We are requesting that you please **call ahead** for any sales, parts or service needs prior to coming to our locations. We will do our best to accommodate you while keeping the safety of our customers and our employees in mind.

As of 3/25, all payments must be made via credit card over the phone. Cash and checks cannot be accepted at this time.

Additional Options & Information:

PARTS:

- Order online via Customer Access – visit www.finchinc.com and click on Customer Access near the top
- Call in to place your order
- Our Parts Specialists will discuss curbside pickup options with you

SERVICE:

- Request and schedule service appointments online at www.finchinc.com
- If you are picking up your machine once service is completed, please call ahead to schedule a pickup time, pay over the phone via credit card, and we will meet you outside with your unit.
- Take advantage of our Mobile Maintenance service. Our mobile shop on wheels comes to your home and we perform your service in our enclosed truck. You can leave your piece of equipment outside and have peace of mind knowing we are taking precautions and wearing gloves as added protection.

SALES:

- Call ahead to schedule an appointment
- Request equipment quotes via email or over the phone
- Speak with a sales associate and order equipment over the phone

We appreciate your patience as we all work through these unprecedented circumstances together!

Sincerely,
Ray Finch
President

"Be still and know that I am God." Psalm 46:10



Contact Information

www.finchinc.com

www.facebook.com/FinchServicesInc

Finch Mobile App available through Apple and Android app stores – search Finch Services Inc.

Westminster, MD

410-848-7211

Sales: WestminsterSales@finchinc.com

Parts: WestminsterParts@finchinc.com

Service: WestminsterService@finchinc.com

Eldersburg, MD

410-795-1051

Sales: EldersburgSales@finchinc.com

Parts: EldersburgParts@finchinc.com

Service: EldersburgService@finchinc.com

Hunt Valley, MD

410-840-5672

Sales: HuntValleySales@finchinc.com

Parts: HuntValleyParts@finchinc.com

Service: HuntValleyService@finchinc.com

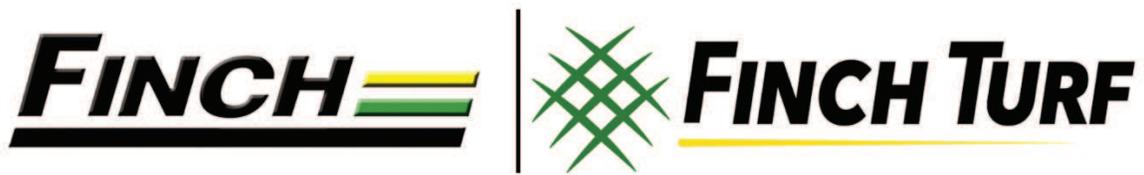
Hanover, PA

717-632-2345

Sale: HanoverSales@finchinc.com

Parts: HanoverParts@finchinc.com

Service: HanoverService@finchinc.com



March 17, 2020

To our valued customers,

At the Finch companies, the health and safety of our employees, customers, and communities is a top priority. As such, we are closely monitoring the growing public-health concern surrounding the COVID-19 Coronavirus. We are taking vigilant action and updating processes and policies as needed while continuing to deliver our unparalleled service.

What you can expect:

- We will continue to monitor the latest information from the CDC and public health agencies, follow their recommended guidelines, and notify you if there are any changes to our operations.
- We have enhanced our cleaning procedures at all dealership locations and we are educating our teams on best practices recommended by the CDC.
- We are encouraging all employees to stay home if sick and rescheduling non-essential travel and events.
- We are asking that you please call in your orders whenever possible or use our online parts ordering service through Customer Access (formerly e-Services)

Please be proactive in anticipating and communicating any upcoming parts, service or equipment needs so we can do our best to meet them before any other potential restrictions are mandated.

In addition, we are encouraging you to use the Finch digital tools such as our websites www.finchinc.com, www.finchturf.com, our mobile app, the Customer Access platform, and our social media pages on Facebook (Finch Services, Inc.) and Twitter (@FinchTurf).

We appreciate your patience if you experience some delays due to these ever-changing circumstances.

Sincerely,
Ray Finch
President