



# Important Notice to Our Valued Customers About Amscot's Response to COVID-19

We would like to extend our heartfelt sympathies to all who have been affected by the outbreak of COVID-19. Rest assured that Amscot is actively monitoring the current COVID-19 developments and taking all necessary precautions to ensure the health and safety of all involved. You can count on us to continue to serve you and keep you informed.

## Operational Updates

- **We are OPEN to serve you.** All our branches remain open and operating at normal business hours, even our 24/7 locations. We are here for you whenever you need us.
- **Our Customer Care line remains open.** You can call us anytime at 1-800-333-6130 with any questions and concerns. We will work with you.

## What We Are Doing

We have taken a number of precautionary measures companywide to safeguard health and safety of all. Our focus is on continuing to provide you with the same exceptional service in a safe environment. We are sharing this information for the sake of transparency so that you are aware and can help join our efforts in helping to reduce the spread of this virus.

- We are continually monitoring all expert guidance and recommendations by the Center for Disease Control (CDC) and the World Health Organization (WHO) as well as local and public health agencies to ensure we are following best practices and recommendations for the health and safety of our customers, employees and communities.
- We have implemented more frequent and in-depth cleaning procedures. We are actively taking additional steps to protect our employees' health and yours including sending additional cleaning supplies and disinfectants to all our branches.
- We are proactively providing direction and counseling to all employees on recommended health and safety measures and training in order to ensure our customers' needs are met. Additionally, we are working with trusted business partners to provide relief and guidance wherever needed.

## How to Protect Yourself

- There is currently no vaccine to prevent coronavirus disease (COVID-19), so the best way to prevent illness is to avoid being exposed to the virus.
- The CDC recommends the following measures to protect yourself and others around you:
  - Wash your hands often with soap and water for at least 20 seconds.
  - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.
  - Avoid touching your eyes, nose and mouth.
  - Avoid close contact with people who are sick.
  - For a comprehensive list of all CDC recommendations and updates, please click [here](#).

## Beware of Scams

- Unregulated operators and scammers as well as imposters look for opportunities to lure you with false promises and misrepresentations during a time of crisis. Be suspicious about any unusual requests for personal information by email or marketing scams. Report scams to appropriate authorities or call us.

## About Amscot's Response to COVID-19

Thank you for being a valued Amscot customer. We will continue to keep you informed as we actively monitor the situation and work together to limit the spread of coronavirus (COVID-19). Please know that your health and safety, along with the health and safety of our entire workforce, remains our top priority. We remain committed to serving you and helping you manage your financial lives no matter what the circumstances are.