



1603 E. Algonquin Road
Arlington Heights, IL 60005
847-437-8686 Fax: 847-437-8738

16754 New Avenue
Lemont, IL 60439
630-257-1261 Fax: 630-257-0614

1548 Huntwood Drive
Cherry Valley, IL 61016
815-332-8222 Fax: 815-332-3056

March 24, 2020

Dear Valued Customer,

As we navigate the changing situation surrounding the COVID-19 coronavirus, we at Casey Equipment Company remain committed to continuing to provide a safe and productive work environment for both Casey Equipment customers, employees, and the community at large.

In order to protect our customers and employees, we at Casey Equipment are following safety guidelines established by the Illinois government, the CDC (Center for Disease Control), and the WHO (World Health Organization) while complying with Governor Pritzker's executive order which put in place a stay-at-home act that is scheduled to extend through April 7, 2020.

As an essential business, Casey Equipment company will remain open for business to serve our customers for the duration of the stay-at-home order. However, we have adopted some changes that are intended to protect both our customers and employees. These changes are summarized below:

- **Restricted Building Access**
 - All Casey Equipment Company locations will remain open, however building access will be restricted to Casey Equipment employees and others performing essential business only.
 - For deliveries, pick-ups, and rentals, please call (888)648-3025 so that a Casey Equipment Company employee can meet you outside at your vehicle to help you
- **Maintain Proper Social Distancing**
 - Casey Equipment employees have all been instructed to practice safety and social distancing practices as outlined by the governor's executive order and the CDC. For everyone's safety, it is asked that you do the same.
- **Equipment Sales and Rentals**
 - The Casey Equipment sales team will continue working throughout this pandemic. Please reach out to the salesperson covering your account or our office to set up any equipment purchases, rentals, or demos.

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- Parts
 - The parts department will be open, however walk-in customers are asked to remain in their vehicles and call (888)648-3025 so that a parts person can come out to help you.
 - Shipping is also available to those customers who either cannot or would rather not make a trip to a branch
- Service
 - Like parts, the service department will remain open during normal business hours.
 - Walk-in service customers are asked to call (888)648-3025 so that a service manager can meet you at your vehicle to assist you.
 - Field service technicians will be available for emergency “machine down” calls but have been instructed to maintain social distancing while in the field.
- Payments
 - Casey Equipment accepts credit card payments for those customers who can not make the trip to a branch.

Casey Equipment will continue monitoring the situation, and as a result, the above policies may be subject to change. Please feel free to call (888)648-3025 at any time so that a Casey Equipment employee can answer any questions that may arise.

We appreciate your business and look forward to continuing to serve you as safely and effectively as possible.

Regards,

A handwritten signature in black ink that reads "David Cox". The signature is written in a cursive, flowing style.

David Cox
Vice President – Casey Equipment Company, Inc.

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