



As the global effect of coronavirus (COVID-19) continues to evolve, TCIC, Inc. is firmly committed to the health and safety of our team members and customers and serving our communities. We know that the successful operation of your business largely depends on our supply chain and services to remain uninterrupted. As a result, we wanted to send you a personal note and let you know how we are actively addressing and managing the Coronavirus emergency.

It is always our top priority to ensure the well-being of our staff, customers, partners, and community. We have implemented a number of sensible policies including encouraging staff to work from home where appropriate, modifying our working areas and product pick up processes as well as following our plans for business continuity. None of these steps have slowed our operations or responsiveness. In fact, our customer support teams remain fully operational and we expect will continue to do their jobs in the coming weeks absent further restrictions from the government or the CDC.

As you know, we have established, proven, infrastructure and resources in place which allow us to quickly provide solutions for your business. We have been providing product and solutions to businesses and organizations since 1993 and will continue to do our best.

We understand that this emergency has put a strain on everyone. All of us will feel the impact of this unprecedented event at some point, if not already. Our executive team is closely monitoring all information to ensure our team is informed and may respond as quickly as possible. The circumstances surrounding this event change quickly, several times each day. We will continue to modify our operations accordingly, and our commitment to taking care of our team members and to our mission of providing quality products and exceptional service will not change.

We offer our sincerest wishes for good health to each and every one of you during this challenging time and look forward to assisting you with any and all of your needs as they arise.

Thank you,

Your Team at TCIC, Inc.