



*Service Above Stamps*

# Mail Box Store®

**PRINT IT, PACK IT, SHIP IT**

## **Eagle Express Mail, LLC**

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First and foremost, our hearts and thoughts go out to all who have been affected by the COVID-19 outbreak.

The Eagle Express Mail (The Mail Box Store) team is focused on the health and wellbeing of our employees, customers and vendor partners. We strongly support the efforts of local health officials and government leaders working to contain the spread of the virus, and have ensured that our daily cleaning procedures that are part of our normal operation are being strictly adhered to. We have also implemented new precautions throughout our operation to ensure the safety of all partners.

- We will be increasing the frequency of our cleaning procedures. This includes the use of safe chemicals used to clean counters, floors, doors, and touchable surfaces throughout the stores.
- We are increasing the frequency at which we sanitize our consumable items including pens, cards, sample product bottles and other consumable items.
- We have prepared our teams to respond quickly to developments that could impact our operations, leveraging the considerable insights we have received from the World Health Organization, the Centers for Disease Control and Prevention, our insurance companies, local governments as well as our Shipping Partners: Federal Express, United Parcel Service, DHL, United States Post Office and Spee-Dee Delivery Service.
- We trust our customers understand that weather, natural disasters and other uncontrollable events can interrupt all carriers transportation flow.
- We are closely monitoring the ongoing public response to this situation in each of our communities, assessing how any local guidelines may affect our employees and customers, in order to minimize any disruptions.

At this time, Eagle Express Mail is able to maintain all current operations, without restrictions or changes to production.

However, given the rapidly evolving public response to this situation, some impacts to our service may become unavoidable, as new advice and procedures are implemented. We will provide updates on the status of our operations, alerting you to any potential delays or changes as they may happen.

Amid the disruption and uncertainty of this difficult time, we truly value your business, and we appreciate the trust in us that every customer experience represents. We are committed today and everyday to provide ALL customers with the Best Retail, Shipping & Printing Experience possible through Quality Choices, Reliable Options and Unparalleled Customer Service.

Thanks,

President & Chief Executive Officer

Eagle Express Mail LLC

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