



To: All Customers
From: Joe Balthazor, President/CEO/Founder
Date: March 23, 2020
RE: COVID-19 and our operations

We hope you and your families are well. Here is an update from the team at Hallmark.

Hallmark is open for business and it is our plan to stay open as long as you need our services and/or a governmental unit does not require us to cease operations.

- We are ensuring that we are in compliance with state and local government orders, as well as keeping our associates and customers informed. Our leadership team is meeting every day to stay up-to-date and informed all things related to Covid-19 and our industry.
- By open for business we mean that we are taking and delivering orders, replenishing our inventory, answering questions, and providing business solutions. In addition, it's business as usual for our sales associates. They are all working from their homes and contacting you via telephone and video conferencing using Zoom technology. You may have heard from one of them by now.
 - We can use our technology to provide training, and help you select and/or specify materials, and conduct video meetings between you and your customers. We can help you get creative in servicing YOUR customer's needs. Just ask!

Some of the actions we have taken to remain operational and keep people safe:

- Setting our Customer Service team up to work out of their homes. There certainly are technological challenges associated with this effort. For example, we have some people reporting busy signals or slight delays in answering. Please know we are working hard to take your calls and ask for your patience. Please advise us of any problems you may experience at attempting to connect with customer service.
 - As an alternative to calling, you can submit any questions or orders to order@hllmark.com and our team will respond as soon as they can.
- We would appreciate any additional lead times you can provide as you order material. This will help us to plan for your upcoming orders and alleviate stresses associated with overnight or 'emergency' shipments.
- Prior to making a delivery to your company, we are calling to ensure you're still able to receive it. This communication is crucial to ensuring a smooth operation between our two organizations.
- We continue to ship samples and literature to aid in specifications for upcoming projects. Please visit quicksample.com to place your orders. Much of our literature is also available in an online format at hllmark.com.
- At this time there is no change to our credit terms. If you have concerns about paying your invoice(s) on time, please contact us at **800-642-2246** as soon as possible.

Wishing you and your families good health. Together we will weather this storm.

In partnership,

Joe Balthazor, President/CEO/Founder
Hallmark Building Supplies, Inc.

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