



To: Our Valued Customers
From: Andy Blaszk, General Manager
Date: March 20, 2020
Re: Inspections & Repairs During COVID-19/Coronavirus Pandemic

Dear Valued Customer,

These are unprecedented times in our community and nation. AFP is committed to doing our part as a Life Safety company to guard the health and safety of everyone. We have implemented our Pandemic Preparedness Plan which includes following CDC and governmental recommendations and requirements as well as our Emergency COVID-19/Coronavirus Protocol (see "2020-03-17 AFP Memo Regarding COVID-19.pdf" for additional information). We respect any additional measures that you have for visitors.

Our offices will remain **OPEN**, and we are dedicated to providing 24/7 Emergency Service with our deep on-call team. Central Station Monitoring has also taken necessary steps to ensure continued monitoring of your security and fire alarm systems.

We understand your concerns regarding social distancing, and many of you have asked the question:

"Will postponing my inspection or repair cause issues with our compliance?"

We have been in contact with local authorities for guidance. Currently, the expectations are as follows:

- Inspections at High-Risk locations such as nursing homes and hospitals are not currently being enforced. Critical repairs should be completed as soon as possible.
- For all other businesses:
 - inspections are to be completed within their regular cycle.
 - deficiency repairs are to be completed within a reasonable timeframe.
- By maintaining a somewhat regular schedule, the jurisdictions are attempting to avoid an overload in needed services and repairs as our communities come out of this pandemic crisis.

AFP recognizes the financial hardship that is being placed upon every business. To reduce this burden, AFP is implementing retroactively for all invoices beginning in March 2020 the following policy:

- All Credit Card surcharges will be waived for inspections and deficiency repairs.
- If you are able, we respectfully request that invoices are paid on their due date.
 - However, if this is not possible, we will setup a monthly payment plan with Zero Interest for up to six (6) months for all projects.
 - The decision to move to monthly payments will be **solely** at your discretion.
 - Credit Card surcharges will be waived for monthly payments as well.

Thank you for allowing us to serve your business. We will continue monitor changes to these policies and communicate them to you as soon as possible. Please contact us if you have any questions.

Best wishes of health and safety to you and your families.

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