

Valued Customer,

We at Holt of California are, like you, trying to deal with the challenges presented by COVID-19 (Coronavirus). Our current plan is to take care of your equipment needs as best we possibly can based on your needs.

Currently our service departments, parts departments, delivery service and rental counters are fully staffed and ready to support your needs.

Our sales people have been asked to work from home and serve your needs through cell phones, emails and texts.

Our primary suppliers have assured us, as of now, that they will have whole goods and parts available as needed by you. We stay in close contact with them and will let you know if there appears to be any gaps.

We believe that most of our customers will continue to operate as essential entities to keep our nation strong and we will be there with you to support your needs.

However, these are extraordinary times and we are all dealing with challenges never faced in our careers, so we ask for understanding as we figure out how to take care of your equipment needs as we adjust to this new work environment.

We have asked our employees to practice social distancing (6 feet from others) and to practice good personal hygiene, i.e. washing hands often and for 20 seconds, using sanitizer, and not coming to work if they are not well. We would ask that you abide by the same guidelines if our employees are at your worksites or you visit any of our locations.

In addition, we are having many of our administrative people work from home. This is new to us and we are trying our best to take care of your needs, but phones and computers may not work as seamlessly as they do when our employees are at our sites. The primary area that may impact you is our Accounts Receivable department. Our credit analysts phones have been forwarded to their cell phones and they are working on computers at their homes.

While technology will help us serve you during this crisis, we expect some glitches as home systems are not as robust as our work systems. We know you may be strained during these times and ask that you try to communicate with us as to your needs and understand we may not respond as fast as usual.

To provide you the best customer service in the event you cannot visit a store or contact us via phone we have the following online tools:

- Order Caterpillar parts 24/7 at <https://parts.cat.com/en/holtca>
- View and/or print your invoices & statements and pay your bills online at <https://secure.billtrust.com/holtca/ig/signin>.
- Contact our Accounts Receivable department via email at credit@holtca.com

We appreciate your understanding as each day brings us new challenges and we will get through this together.

Please feel free to contact me if you need assistance.

Ken Monroe
President
kmonroe@holtca.com
916 921-8915 office