



March 27, 2020

To Our Valued Customers and Partners:

Hello. I would like to take this opportunity to wish all of our AFL customers well and I hope you and your families are all safe. As the Coronavirus epidemic continues to create enormous disruption to our daily lives and businesses, I wanted to personally give you an update.

[\[go.aflglobal.com\]](https://go.aflglobal.com) Fortunately, at this moment, I am not aware of any AFL associate that has tested positive for the virus. I continually ask the entire AFL team to follow local health and wellness guidelines for social distancing to reduce the risks of further spread.

The overall uncertainty of this is very stressful to all of us. There are many unanswered questions that add to this stress, and once I have clarity on what this means to our business, I will communicate that. Our production facilities remain operational and, while supply chains have been strained, we are still in a very positive position with these companies.

Many of you, our valued customers, and a majority of products and services that AFL provides, are designated as business essential. Therefore, our objective is to continue to service anyone who has immediate requirements and critical needs. We completely understand you are counting on us for support now more than ever.

I want to personally thank your business-critical associates who continue operating facilities and any field services teams that interact closely with the general public. I recognize some of the challenges that many of you are dealing with every day, but again, thank you. I am so grateful to see how the entire AFL community of associates, customers and suppliers have responded to this crisis.

I am confident that we will get through this, but it will not be easy, and it will take longer than any of us would like. I am hopeful we will see signs of improvement in

the near term and some of the restrictions can be eased.

Please keep your families safe, follow the guidance from your health officials and try to remain optimistic. We are here for you, as we are all in this together.

Thank you.

Sincerely,

Joseph (Jody) E. Gallagher
President and CEO

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