

Dear Larson-Juhl Customer,

I would like to provide an update on the Larson-Juhl response to Coronavirus (COVID-19), how it has impacted service in certain geographies and how we are responding. As always, the safety of our team members, customers, and their families is our highest priority. Concurrently we are complying with all government mandates, which are changing hourly. Here is the current service situation:

- **In compliance with government mandates in, Larson-Juhl facilities in Chicago, Los Angeles and New Jersey were closed at the end of the day on Friday. Cleveland and Baltimore will be closed at end of day on Monday.**

- **States that we can no longer service to ship to based on government restriction include:**
 - **California**
 - **Connecticut**
 - **Illinois**
 - **Kentucky**
 - **New York**
 - **Pennsylvania**
 - **Ohio**
 - **Massachusetts**
 - **Maryland**
 - **New Jersey**
 - **Louisiana**

If your operation is running and your local branch is out of service, your Sales Representative or Customer Service Team Member will confirm what options are available to receive product.

Thank you again for your ongoing partnership. We will continue to communicate frequently as we navigate these difficult times together.

Best regards,

Jeff