



April 6, 2020

As a valued client of Moyer & Sons Moving & Storage, we are writing to share an important update. We continue to closely monitor developments with respect to the Coronavirus (COVID-19) and are taking steps to ensure the safety of our employees and customers. As of today, Moyer & Sons Moving & Storage remains **fully operational as we are currently deemed essential**. We are carefully watching developments around the country, and we are adhering to all government and health regulations. The safety of our employees and our customers continues to be our utmost priority. In our workplace, we have been educating our staff on the virus and how to prevent its spread and have equipped all our offices and vehicles with disinfectant wipes and hand sanitizer. Our trucks undergo a strict daily cleaning regimen that meets all current government recommendations.

Updated Operational Procedures (effective **4/6/20**) PLEASE READ CAREFULLY

- Moyer & Sons customers **MUST** practice social distancing (6 plus feet) with our moving teams and should be prepared to either leave the home after the initial walk-through is completed or have designated places in the home to social distance from.
- If the customer has access to masks or face covers, we ask that they wear them during the walk-through with the moving crew. If masks are unavailable, please always maintain safe distance of six or more feet.
- During the entire move process Moyer & Sons Employees are prepared to do much of their interaction with customers through phone calls, text, and/or virtually (ex. FaceTime, Skype, or Facebook Messenger Video). This includes estimates, walk throughs, and any questions you may have.
- Moving crews have been capped at 6 movers or less.
- Customers will be asked to return at the end of the move to sign Bills of Lading and any additional documentation. Please wash your hands thoroughly with soap and water for 20+ seconds prior to handling any documents, pens, tablets, etc.
- Materials pick up and Storage access at warehouses have been temporarily suspended, however moving materials contactless delivery is available locally

We recognize this situation is changing daily if not hourly and are dealing with any specific move related issues immediately and on a case-by-case basis. We will continue to monitor how this issue is being handled and will continue to provide updates via email, website and social media. Moyer & Sons remains committed to providing the superior service and support that you have come to rely on. Please feel free to reach out to the Moyer & Sons team with any questions and/or concerns you may have about your move with Moyer & Sons Moving & Storage.

Regards,

Moyer & Sons Moving & Storage

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moyerandsons.com