

Dear Valued Bosch Customer,

The coronavirus (COVID-19) pandemic is presenting us with challenges that are largely unprecedented. As the world reacts, our focus remains steadfast on the health, safety and well-being of our employees, customers and the communities in which we live and work.

As the situation evolves, we are taking measures to help contain the spread of COVID-19 in accordance with the U.S. Centers for Disease Control (CDC) and local authorities and health officials:

**Remote Operations**

Our Customer Service team is working remotely and supported with solutions to continue serving our customers and partners with as little business interruption and as little delay as possible.

**Customer Service Protocol**

When scheduling your repair, our customer service team will ask a few questions about your potential exposure to COVID-19 to establish the appropriate date for a technician's visit to your home. As well, our technicians are implementing social distancing and other hygienic measures.

We will continue every effort to support you, our company and our community. On behalf of our entire Customer Service team, thank you for your support and understanding during this evolving situation.

Sincerely,

Dominick Giorgianni  
VP Customer Services – North America  
Bosch home appliances