



9334 Hwy BB – Hillsboro, MO 63050  
1-800-237-0521  
ISO 9001-2015      WBENC 252811

March 24, 2020

Dear Customer of Dieb Enterprises, Inc.,

Dieb Enterprises, Inc. established our company as a small family owned business. Our priority has always been safety of our employees and meeting priorities of service for our customers. Never were these principles so important, as we address this unprecedented issue of combating the spread of COVID-19. Our hearts go out to the individuals and families who have been affected by the Coronavirus as well as to the healthcare workers and first responders who are caring for those in need.

As companies are continuing to address issues arising from this global pandemic, we want to remain committed to assisting our customers in providing quality service that your business has come to rely on.

Dieb Enterprises, Inc. will remain open to continue our services that enable our customers to succeed in these challenging times. We have developed plans to manage this event and implement actions as this issue evolves.

Our company is following all the local government and health authority mandates. We can address customer service issues and concerns in real time. We have instituted an increase in supplies and monitor that supply chain closely concerning the logistics and production capacities. Our infield sales staff have ceased customer visits and have transitioned to phone and online communications. We have limited supplier inhouse contact and external visitors from entering our building unless preapproved by our management.

If there are products that you need for your business, please let us know. Our management team and sales staff are available to answer any questions you may have. Please feel free to reach out to Glen Politte, V.P. of Sales at [glen.politte@diebent.com](mailto:glen.politte@diebent.com), Michele Hovatter, Sales Manager at [michele.hovatter@diebent.com](mailto:michele.hovatter@diebent.com) or Tina Chabloz, Customer Relations Manager at [tina.chabloz@diebent.com](mailto:tina.chabloz@diebent.com).

Dieb Enterprises, Inc. will continue to support our customers and provide the highest level of customer service you expect. If we determine there will be a change to providing support to our customers requests due to this pandemic, we will immediately notify our customers. During this worldwide crisis we will always keep the best interest of our customers and the safety of our employees foremost in our decisions. We remain confident that we will make it through these difficult times and be a stronger community on the other side.

Sincerely,

A handwritten signature in blue ink that reads "Debra L. Politte".

Debra Politte  
President/CEO