



# OAKWOOD HOMES

*A Berkshire Hathaway Company*

Dear Valued Customers,

At Oakwood and Shazam, the safety of our customers and associates is always foremost on our minds. As communities continue to feel the impact of the coronavirus (COVID-19), we want to share with you the steps we're taking to help protect the health of our customers, associates, and communities.

Currently, we remain open for business and our team members are available to provide the outstanding service you expect from us. Any associate who doesn't feel well or may have been exposed to COVID-19 has been instructed to self-quarantine and not take appointments until cleared for COVID-19 exposure. In addition, we are providing our services to you within the guidelines of the Center for Disease Control (CDC), the World Health Organization (WHO) and local public health agencies.

We have been in close contact with our vendors and trade partners. Like many of us, they have limited resources and are doing their best to manage service requests at this time. If you have a non-emergency service request, please allow us some time to schedule those services. Emergency service requests will be given priority.

## **What we ask of you: Please reschedule your time with us if:**

- You are experiencing a fever, coughing, or other related symptoms, or are currently without symptoms but are in a 14-day quarantine period;
- You have recently traveled outside of the United States, especially Europe;
- You have been in contact with someone who has tested positive for, or exhibits symptoms of, the Coronavirus.

You will receive a service confirmation/reminder via email, or phone 24 hours prior to your appointment. If you are not feeling well, please try to let us know as soon as possible so we can reschedule. That said, if it is the same day, we understand that, too. Safety first-for all.

Lastly, until this situation is resolved, we may make the choice to ask any customer to reschedule should noticeable symptoms be apparent. **Please know that this is an effort to keep both our CUSTOMERS and our TEAM healthy and safe.**

Please contact Oakwood's Customer Care and Shazam with any questions you have.

Shazam: 303-486-8900

Oakwood Customer Care, Colorado Springs: <https://oakwoodhomesco.com/warranty/>

Oakwood Customer Care, Utah: <https://oakwoodhomesco.com/warranty/>