

March 17, 2020 - 1:00 pm - COVID-19 Message to Our Valued Customers

Dear Valued Customers,

We wish to assure you that our main priority at Premier remains the health, safety and well-being of our customers, our staff and their families during the current COVID-19 pandemic. We are closely monitoring the situation and intend to follow the guidelines provided by federal and provincial governments and health authorities.

Currently, we remain OPEN to support our customers and have implemented the following processes or protocols to limit the potential impact of COVID-19 for our staff and customers:

- We have postponed all customer/industry events and limited large gatherings with our teams.
- We continue to ask our staff to practice good hygiene, monitor their health and stay home if they or someone in their household displays symptoms.
- We have instituted travel return policies for our team to ensure that all returning travelers or immediate family/shared household members are self-isolated or quarantined for the recommended 14-day period before returning to work.
- We have also reviewed and enhanced our cleaning protocols in each of our locations in order to ensure a safe environment for our staff and customers.
- We have asked staff to limit in-person customer contact, leveraging phone or electronic means of communication to connect with customers on inquiries for product or service offerings.
- We kindly ask our customers who are unwell for any reason, or fall under COVID-19 quarantine/travel self-isolation guidelines, or wish to otherwise limit exposure to utilize the following methods of obtaining dealership services rather than entering our stores in-person.

**MyPremierApp** is our online customer portal/application. The MyPremierApp allows you to:

- Look-up, check availability and order parts – with various pick-up or shipping options
- Request Service
- Access account information, invoice and equipment information

Easily sign-up for the [MyPremierApp](https://Premierequipment.ca) by clicking the link.  
**Premierequipment.ca**

- Request information, Request parts assistance, request service
- Review current offers from Premier
- View Equipment Inventory

**Call your local Premier location**

Please select the following link [Premier Locations](#) to access the phone numbers for each of our 10 locations to request parts, sales, service, precision ag or for general inquires.

We commit to keep you informed as the situation evolves. Please visit this website and Premier's social media sites for up to date information. We are dedicated to the welfare and prosperity of our Premier family of customers and staff. We value your business and thank you for your support.

The leadership team of Premier Equipment