



When it's more than just a hobby!®

Coronavirus Communication #2 from F.M. Brown's
March 30,2020

Dear Valued Customers and Business Partners,

We're fortunate to be considered an essential business and have taken the necessary measures to ensure that we're able stay open so we can provide pets with the food that's vital to their survival.

- We're experiencing a spike in demand that we had not anticipated and are working around the clock to make and push orders out of the door as fast and complete as possible.
- While our office employees continue to function at full staff, we're struggling with a number of our loyal skilled and trained warehouse and production employees who are unable to come to work while they look for child care, have an illness themselves or are dealing with a family illness. Obviously, they cannot work from home. We're working with those families to help them in their time of need.
- We're also concerned with incoming and outgoing trucking issues due to delays and upcharges.

We understand your frustration with any delays or shortages that you are experiencing and we're asking that you work with us during this time as we continue to improve our response time and quantities of products. Communication is key, and we will do our best to ensure that you are informed about any delays or shortage that are out of our control.

Our hearts go out to all of you in this time of crisis.

Thank you for your support and remember, we're all in this together. If there's anything that we at F.M. Brown's can do to help, please feel free to reach out and let us know how we can be of assistance.

Sincerely,
The Management Team at F.M. Brown's