



Dear Valued Guest:

In our ongoing desire to keep you informed of updates and changes we're implementing, our mission is clear: We want you to feel comfortable every time you walk through our doors. Each and every day, as the situation with COVID-19 continues to evolve, we're taking extra steps to inform you as well as ensure the health and safety of our employees, our guests and our communities.

With that, I want to share some recent updates:

### **PRODUCT LIMITS:**

**BEEF, PORK AND POULTRY:** Unfortunately, the COVID-19 crisis is once again having an impact on the supply of some of our products, particularly beef, pork, and poultry, as a growing number of processing plants across the country have experienced temporary interruptions. These interruptions in processing have impacted our supply, which in turn are also driving up the cost. The supply shortage is a direct result of processing capacity and not a shortage of meat. As a locally operated independent grocer and a part of your community, we will do everything we can to ensure the availability of product. We ask for your patience and understanding during this time. Please also know that while you may experience higher prices on some products, this is a direct result of cost increases from our suppliers and out of our control. As costs rise from processors and the supply chain, we follow the same pricing structures and policies as we always have. We will continue to do everything we can to bring you products at a great value. Our goal is to remain as transparent as possible during these unprecedented times and are happy to answer your questions. We are hopeful these supply issues will be temporary and be resolved in the near future.

**GROCERY ITEMS:** We are doing everything possible to continue writing ads that give you, our guests the lowest prices possible in these trying times. We write our ads several weeks in advance and review all items to be sure that there is product available. However, between the time we write the ad and when the ad is distributed, many things can and do happen. For example, a manufacturing plant may be shut down due to a sudden increase in employees with COVID 19. Or certain suppliers may be forced to shut a distribution center for the same reason. We feel it's very important to provide you the very best deals that we can, and we will continue to write the best ads possible with the data we have at the time. We are simply saying that there will be occasions where the situation changes quickly and we simply can't get the product advertised due to circumstances beyond our control. We apologize in advance and appreciate your patience and understanding.

### **WEAR A MASK:**

As you know, the Center for Disease Control (CDC) has advised that wearing a face covering while out in public may help to limit the spread of COVID-19. Face coverings can include cloth and paper masks, or even bandanas.

- Our employees are now wearing masks while at work as part of their uniform.
- We strongly encourage you take the CDC's recommendation and bring a face covering to wear during your shopping trip to our stores. It does add an additional layer of protection for you, our employees and the other guests who are shopping in the store. Your mask helps protect our employees. Our mask helps to protect you. Please make this a common practice when you're in public places for the health and well-being of our communities.
- Please do not enter the store if you are experiencing any symptoms of COVID-19, including a temperature greater than 100.4, a cough or shortness of breath. In these circumstances, please utilize click & collect or delivery.

### **SHOP SOLO**

Another way that you can make an impact on social distance in our stores is by limiting your shopping trips to one person per family whenever possible. While we certainly want to be welcoming to all of our guests, we also recognize the importance of trying to minimize the amount of traffic in our stores to ensure everyone's safety.

### **MORE REWARDS FUEL POINTS EXTENSION:**

When you're ready to refuel, we're here for you. Because we're all driving a little less right now, and we know you might need some extra time to For our MORE Rewards members who participate in MORE Fuel Rewards, you have likely noticed that we have extended the redemption period from 30 days to 90 days on all purchases made through the end of May.

### **STAY UPDATED:**

You can stay current on all of our updates and current information we are providing by visiting our websites: [www.coborns.com](http://www.coborns.com); [www.cashwise.com](http://www.cashwise.com); [www.marketplacefoodswi.com](http://www.marketplacefoodswi.com); [www.hornbachers.com](http://www.hornbachers.com).

Thank you for your ongoing loyalty and patronage during this unprecedented time. We greatly appreciate your business and look forward to serving you again soon. Stay safe and well.

Chris Coborn