



To my fellow Illinoisans,

Together, we are facing a truly unprecedented situation. The global Corona Virus pandemic is affecting all of our families, our businesses, our communities and our way of life. During this time, I wanted to reach out and update you on how we are approaching the situation at Aloha Restoration.

We now participate in a CONTACT-FREE PROCESS. This CONTACT-FREE PROCESS will be utilized throughout your entire experience with us; from start to finish. Here is how we accomplish this.

- We provide an interior home inspection while wearing masks, gloves and practicing social distancing.
- We explain our findings via phone, text or email.
- We provide pictures and reports electronically.
- We will meet/communicate with your insurance adjuster. (If a claim has been made.)
- You do not have to be present during the building process. All communication can be done by phone.
- Payment can be made with credit card over the phone or by a check in the mail.

We have an amazing team at Aloha that is here for you. This situation reminds us that we are all connected like never before. We're called upon to be our best selves, with patience, understanding and compassion.

We are focused on the health and safety of our employees, families and communities. I hope this letter found you in great health and spirits. We will get through this together!

Truly yours,

A handwritten signature in black ink, appearing to read 'David A. Farbaky', written over a white background.

David A. Farbaky
President
Aloha Restoration, Co.