

January, 2021

Dear Customer,

We appreciate your cooperation with us, as we've made the necessary changes to protect both you and our service technicians during the Covid-19 pandemic. We continue our precautions when providing you service, and we are optimistic that this year will see the end of restrictions and a return to normal life. We hope that you are managing well at home in the meantime, and that you know we will take care of all your pest problems despite the unusual conditions governing our work.

As reminder of our ongoing work changes in response to Covid-19:

- We will perform our work on the outside of your home only, unless you have an active pest problem on the inside. The materials we apply outside are designed to work this way, however we sometimes have to deal with an active pest problem from the inside.
- If you have an active problem indoors, we will enter upon your request, and with your confirmation that no one at your home has a fever, active illness, or is in quarantine.
- We will always wear a mask, gloves and shoe covers when inside.
- We will only enter areas where pest activity is occurring or where we must apply control materials.
- We will practice Social Distancing while performing services outside or inside your home.
- We will take additional precautions to come inside if anyone has an active illness or is in quarantine due to exposure.



These measures minimize the risks for you and for us, and we can control your pests quite well within these restrictions. Guaranteed services remain guaranteed, and we will return for additional service at no cost if needed.

We're doing much more behind the scenes, as we continue to monitor and follow the CDC guidelines and industry practices. While some of this is new, much of it we do all the time. We have been an NPMA QualityPro certified company for 15 years, with our business practices certified by the National Pest Management Association (NPMA) since 2005. If you'd like to learn more about how we work, and the value we bring with every service visit to your home, visit www.npmaqualitypro.org

If you have any questions about our services or about our Covid-19 practices, please give us a call at (770) 448-9696.

Thank you for your confidence in us.

**We're in this
together.**

