



March 20, 2020

To our valued clients and partners,

Our objective when it comes to serving clients is simple – to deliver a consistent, superior client experience.

That's what we strive for every day, and we won't stop, even during these challenging times. We are doing all we can on behalf of our clients to monitor and manage the rapidly evolving COVID-19 related impacts to the services and suppliers we rely on.

Our goal is to minimize the impact on our clients. To do that, we continue to take necessary action, such as moving our workforce largely to work-from-home status, implementing strict protocols to ensure business continuity, and actively preparing for the contingencies that we anticipate this unprecedented situation could bring.

Having said that, we recognize that some disruption to your services may be unavoidable due to closures and shutdowns. We will do all we can to limit those exposures and look where possible for alternative solutions. We remain in close touch with our partners, suppliers, and government agencies and are committed to providing timely updates as we have them.

I also want to address for a moment the temporary shutdowns that automakers are announcing, because I know you will have questions about what they will mean for our services.

Based on the current timelines laid out by the OEMs, we expect to be able to manage client needs with limited disruption. Looking out further, we are actively developing options for clients should these production shutdowns last longer than expected.

Please see our website (www.ceinetwork.com) for the latest news and support resources related to COVID-19. Please monitor for updates.

The trust that you place in CEI is very important to us. We will continue to take all actions we can to help keep our employees and your drivers safe while providing the best possible services to you, our clients and our partners.

As always, don't hesitate to reach out if we can provide additional information and support. Stay well.

Sincerely,

Chris N. Villella

V.P., Strategic Relationship Management
CEI