

## Important Information on Coronavirus (COVID-19)

Dear Customer:

Thank you for entrusting Service First Termite and Pest Prevention with the health and wellbeing of your home or business. As we work together as a community and nation to better understand and mitigate the spread of the novel Coronavirus, we are all being asked to adhere to new guidelines and to do our best to practice social distancing.

Please know that as protectors of public health, food, and property, we take our role in safeguarding your quality of life very seriously. Pest control professionals are responsible for protecting against rodents, insects, arachnids and other animals that can damage property and threaten people's health through the spread of disease and bacteria, in addition to inflicting painful bites and stings. Our critical services extend into people's homes and businesses, as well as major commercial operations such as healthcare facilities, food processing facilities and more.

We strongly encourage everyone to follow the advice set forth by the U.S. Centers for Disease Control and Prevention (CDC) and our government leaders. As an organization, we are taking additional measures to ensure we provide the best level of protection for both our customers and our employees. For more information on the steps we're taking, please see the CDC's guidance for businesses which can be found [here](#).

In today's environment, we will continue to provide services that are necessary to maintain the safety and sanitation of homes and businesses.

- We will be providing uninterrupted services unless it is recommended by our government or Centers for Disease Control and Prevention (CDC).
- Most of our services are primarily focused on the exterior of your home and do not require us to come inside your home. At this time, we will temporarily discontinue all inside service, unless we have been requested to do so. If there is a need for our team members to come inside, please be assured we are taking all recommended precautions for your protection and the protection of our team member.
- We have increased the frequency of sanitizing our equipment and service vehicles and have ensured handwashing material and hand sanitizers have been provided for all team members. We have encouraged all team members to follow the CDC hygiene practices regarding hand washing, covering sneezes and coughs, and other common-sense precautions.
- Any team member who is ill has been directed not to report to work and to seek medical attention.

If you have questions about your routine service or are experiencing a pest control problem please call our office at 813-833-5322. We will do our best to provide you with the level of service and satisfaction you've come to expect from Service First.

Thank you again for your continued trust and we wish you safety, health, and peace during this difficult and unprecedented time. We will all get through this together.

Sincerely,

Service First Termite and Pest Prevention