



Dear Valued Aetna Customers:

As we all continue to address those vital things, both critical and not so significant, to keep each of us, our families, friends and our employees and businesses strong and safe during this challenging time, I believe accurate and straightforward communication helps us all. To help you navigate the myriad, and sometimes overwhelming amount of data, Aetna Plywood will continue to post updated and purposeful information on our company website at www.aetnaplywood.com

On March 27, 2020, the CARES Act (Coronavirus Aid, Relief and Economic Security Act) became law. The intent of this legislation is to help small business enterprises and individuals survive these difficult and uncertain economic conditions through special loans, tax relief and other programs. Subsequently, the SBA (Small Business Administration) is required to provide new, special loans to small businesses with less than 500 employees that qualify. Generally, the CARES Act reduces or eliminates the traditional requirements for small business aid and indicates these new emergency loans may be partially or totally forgiven.

The CARES Act provides a variety of economic relief through the following:

- Paycheck Protection Program Loan
- Employee Retention Credit
- Emergency \$10,000 Grant
- Tax Law Changes
- Changes to FFCRA (Families First Coronavirus Response Act)
- Changes for Companies Participating in Government Contracts

Since the programs are evolving, please contact your financial and legal counsels as appropriate.

In as much as you may already be inundated with a variety of information, I decided to share the below link from the U.S. Chamber of Commerce which details more specific information on the different parts of the CARES Act, to help you decide your next steps, if necessary.

<https://www.uschamber.com/co/start/strategy/cares-act-small-business-guide>

Aetna Plywood is not providing financial and/or legal guidance or advice. The intent is to help you navigate the vast amount of noise so you can access the information you need, keep your business organized and ultimately determine the resources you may need to assist you through these challenging times.

Sincerely,

Jon Minnaert
President



As of March 19, 2020

As a valued Aetna Plywood customer, we wanted you to be aware of the actions we are taking to minimize the spread of infection, and to ensure we continue to meet your needs during this difficult time. Our first priority is the health and safety of our customers, our employees, suppliers and all other business partners. We are enforcing the public policies prescribed to prevent personal infection, we have heightened disinfection processes at all of our facilities, and we are creating appropriate social distancing in our facilities.

WHAT ARE WE DOING?

- All five Aetna facilities are fully functioning.
- All five warehouses are open and processing and shipping orders as normal.
- All deliveries are being made on existing delivery schedules.
- Customer orders may be picked up at our facilities. Please see procedures listed below.
- Our sales teams are available through phone and emails.

WHAT ARE WE NOT DOING?

- We have suspended all business travel by our employees until further notice.
- Our Sales Representatives, Specification Representatives and Product Managers will not have any in-person meetings until further notice but will be available to our customers via phone and email.

WILL CALL PROCEDURES

- Customer orders may be picked up at our facilities with the following changes to reduce transaction time and create personal space using the following protocols:
 - Place orders in advance to give the warehouse staff time to pick orders before your arrival.
 - When you arrive at our facility, please call the appropriate number listed below.
- When picking up orders, please stay in designated areas as directed by warehouse staff.
- Access to office areas is restricted to Aetna employees only, unless otherwise arranged with management.
- Restrooms are for employee use only.
- Branch phone numbers for Will Call orders are as follows (these will also be posted on our doors which will remain locked until further notice):
 - Maywood: 708-343-1515

- Rockford: 815-968-0921
- Indianapolis: 317-353-6281
- White Bear Lake: 651-407-2800
- Horn Lumber: 773-847-7397

HOW DO YOU COMMUNICATE WITH US?

- Call or fax our offices:
 - Maywood: 708-343-1515 Fax: 708-343-1616
 - Rockford: 815-968-0921 Fax: 815-968-4720
 - Indianapolis: 317-353-6281 Fax: 317-356-3503
 - White Bear Lake: 651-407-2800 Fax: 651-407-2801
 - Horn Lumber: 773-847-7397 Fax: 773-847-7798
- Sales and Specification Representatives are available via telephone or email as normal.

Due to the fluidity of the situation, and as we anticipate any needed changes, we will keep you updated as we move forward. We stand ready to provide you with the best materials and the best service to meet your needs. Thank you for your continued support.