



Because we care, a message from MidCounty to our Valued Customers,

Nothing is more important to us than the health and well-being of our Employees, Customers and Servicing Vendors. That said, last week we instituted additional precautionary procedures to limit the impact of COVID-19 to protect both employees and our customers. Our service team will be utilizing gloves, seat protectors and steering wheel covers as part of a more complete containment measure. This will limit the contact with surfaces that may contain the COVID-19 virus as indicated by the CDC. Additionally, we have increased our daily cleaning regimen to include more frequent cleaning of door handles, customer lounges and other customer and employee touchpoints.

We have reduced our retail service hours from 8:00am until 5:00pm, Monday - Friday.

We have enhanced our daily routines at all of our business locations to combat the COVID-19 pandemic. We have canceled any meetings that require travel outside the county, and have strengthened the process for cleaning of workspaces. We are enforcing a stay at home policy for those employees who are ill or have been in recent contact with someone who is ill, all as recommended by the latest CDC guidelines. Here are a few resources we are using to stay ahead of the COVID-19 pandemic:

CDC
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html> (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>)

State of Minnesota:
www.health.state.mn.us/diseases/coronavirus (<https://www.health.state.mn.us/diseases/coronavirus/index.html>)

Carver County:
<https://www.co.carver.mn.us/departments/health-human-services/public-health/health-and-wellness/coronavirus>

Our dedicated professionals are here to help in any way possible. Check back for additional updates as we prepare to continue providing exceptional service to all of you. We encourage you to utilize the many tools we have in place already, such as nightly dropbox for service, online service scheduling, online finance applications, online vehicle inventory, and other digital outlets to keep you and your vehicle needs complete during this event. Simply visit <https://midcountycoop.com/> or any one of our store websites.

Open for business to serve you!

Bill Reimers
General Manager