



March 16, 2020

To all A Better Answer's valuable customers,

As you all know, all of us are dealing with the coronavirus (COVID-19) and current challenges. First of all, we hope you all are safe, protected and free from this virus as we are also hopeful for all of ABA's staff.

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ABA is concerned with the unprecedented global challenges we are facing with COVID-19. Please be assured during this time of uncertainty, the health and safety of our staff and customers is our highest priority. ABA has taken every recommended precaution in trying to stay ahead of this virus spreading. ABA will always be dedicated to providing you the great answering service you have been accustomed to. Our staff has been included in all COVID-19 information and precautions to hopefully keep them out of risk, if possible. In addition to monitoring guidance from local, national and global health organizations, we are taking precautionary measures to ensure minimizing risks. We have increased sanitizing our buildings from top to bottom and have made sanitary gels also available. Additionally, our buildings are closed to everyone who is not employed by ABA. Our staff has sufficient room not to be within 6' of working next to anyone else. We have a few regular telephone service agents currently answering remotely just in case and also have a supply of computers ready to ramp up for any staff who find they need to be quarantined. With technology as it is, personnel always being on premises is required. We are working with our staff to help handle their children being at home since the schools are closed. ABA is making every effort possible to provide not only service but high quality service as usual.

Until further notice, ABA's leadership team will continue to monitor guidance from federal, state and governments as well as update our business practices and policies accordingly.

We appreciate your keeping us current on what is happening with your businesses so we continue to be the important integral part of serving your needs. Please feel free to contact us if or when you need our assistance or have questions. Thank you for being an ABA customer. We wish you and your loved ones good health.

Most cordially,


Dee Hawkins
CEO

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