

# JM Lexus Email

To our Valued Guests:

Thank you for your continued loyalty to JM Lexus. We are grateful for all of your support and loyalty that allows us to continue being the #1 Lexus Plus Dealer in the world.

As the novel coronavirus (COVID-19) begins to have an increased impact in our community, I felt it was important to connect with you directly to share more about the steps we are taking to help keep our guests and team members safe and healthy.

Our thoughts and prayers go out to all of those affected by COVID-19 around the world. The health and safety of our guests and team members has always been and will continue to be our top priority. For the last several decades, our dealership has employed a full-time group of all-star housekeepers who clean and sanitize our restrooms and guest waiting areas during the hours we are open, seven days per week. In recent weeks, we have increased the frequency of this daily cleaning and have also enhanced the nightly deep cleaning of our facilities, including sanitizing high touch areas such as keyboards, telephones, guest common areas, our shuttle vehicles, and other high touch areas.

We have also added additional hand sanitizer and cleaning wipes in our facilities for use by both our team members and guests. We are also ensuring our team has the information they need to stay healthy and mandated them to stay home if they aren't feeling well. All of these practices are informed by guidance from the CDC, WHO, and Broward County Department of Health. Based on the guidance we have received from these organizations, our own preparedness, and the current state of our operations, our campus remains open for business, and our team stands ready to serve you. This month we are celebrating Guest Appreciation Days with special offers for our loyal guests, and we look forward to welcoming you back to JMU Lexus when the time is right for you.

As always, our goal at JMU Lexus is to make it easy for you to shop or service whenever you would like. You can visit our Express Storefront on <https://express.jmlexus.com/> to shop, configure and purchase your new or pre-owned Lexus, and we will deliver it straight to your doorstep at no extra charge. Also at JMU Lexus, we offer vehicle pick-up services, and we can visit your home or office to pick up your vehicle for any needed service and deliver it to you upon completion. Please call 954-972-2200 for more information or to schedule an appointment.

JM Lexus will continue to be here for you, just like we always have.

Thank you for your loyalty.

Mark Hoppe  
Vice President & General Manager