



03.16.20

To our Valued Customers,

From the day we opened our first door in 1985, we've enjoyed servicing your communities and building relationships with each one of you. We look forward to the smiles, the stories, and the memories you bring us each week. I can assure you that the safety of you, our customers and employees, have been our number one priority. Like many of you, we are closely monitoring the outbreak of the Coronavirus (COVID-19) and the uncertainty it has brought to us all. I wanted to take a moment to let you know the actions that Rent-2-Own is taking to ensure your safety.

**Increased Safety.** We've increased the frequency and heightened the extent of the daily cleaning procedures in our stores; including the cleaning of our products and work stations. We are closely following the Center for Disease Control's (CDC) guidelines and instructing our associates to wash hands regularly and remain home if not feeling well.

**Our Stores Are Open.** Our stores will remain open to continue to serve you and meet your needs. We encourage you to remain home if you aren't feeling well to protect you and our employees. We are at your service for whatever products you may need in these uncertain times.

**Make Payments Online.** If you are not currently registered to make payments online you can register at [www.r2o.com](http://www.r2o.com). You can also shop, cash in your rewards points, or chat with a representative.

**Work with you.** We have always been a small-town company with compassion for our customers. That doesn't change today. If you struggle with hours or work and get strapped, call us. We will work with you to help you keep the stuff you have on rent with us. Our store folks have been given much leeway to do so.

We will continue to monitor the situation and will do all that we can to protect you and our employees while we continue to get nice folks like you, nice things.

Be safe and we will see you soon!

Sincerely,

A handwritten signature in black ink that reads "Michael D. Tissot". The signature is fluid and cursive, with the first name being the most prominent.

Michael D. Tissot  
Owner, Rent-2-Own

**Corporate Office:** Countryside Rentals  
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Bainbridge, OH 45612  
p 740.634.2666 / f 740.634.2667

The logo for Rent-2-Own features a black star with three curved lines trailing behind it, positioned above a red trapezoidal shape. Inside the red shape, the words "RENT-2-OWN" are written in white, uppercase, sans-serif font. Below the red shape, the word "better" is written in a lowercase, black, sans-serif font.

**RENT-2-OWN**  
[www.r2o.com](http://www.r2o.com)