



*We Specialize in Bulk Foods*

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March 16, 2020

To Our Valued Customers:

For over 40 years, Dutch Valley Food Distributors has been committed to providing an excellent customer experience in everything that we do. During this challenging time, that commitment will not change. While the spread of Coronavirus (COVID-19) and rapidly changing environment surrounding it have produced a lot of fear and anxiety, I want to assure you that Dutch Valley is prioritizing the health and well-being of our Team Members, Customers and Communities above all else.

We've taken several steps over the last week to remain vigilant, including establishing an advisory board of senior leaders to inspect all aspects of our business. Our immediate next actions include the following:

- **Product Supply:** We are working as expeditiously as possible to monitor levels of inventory which you have been accustomed to and are in direct communication with all of our suppliers. We are diligently monitoring inbound freight fill rates, out of stocks and backorders. Should it become necessary to adjust outgoing orders due to incoming shortages, we will let you know immediately.
- **Delivery:** We intend to deliver all routes as scheduled; however, due to high demand, product supply disruptions and/or other COVID-19 restrictive possibilities, we may have to adjust accordingly.
- **Credit:** We are prepared to work through any credit issues that you might be encountering so please reach out to our Finance and Accounting Department directly.

Should you have any additional questions, don't hesitate to call our Customer Service, Transportation or Sales Departments at 1(800) 733-4191. On behalf of the entire Dutch Valley family, I wish you and your family well as we all work through this challenging situation. Our hearts go out to anyone in the community affected by the virus.

Thank you for being a loyal customer and for working with us as we continue to serve you and your business needs.

Matt Burkholder  
CEO  
Dutch Valley Family of Companies