



A Note to Our Guests About the Coronavirus

At Jiffy Lube, the safety of our customers and employees is always foremost on our minds. Our local franchise, Lubricar, Inc., has always been at the forefront of our industry in requiring our employees to wear Personal Protection Equipment (safety shoes and glasses, bump caps, etc.). We have always been equally committed to the safety and wellbeing of our customers. As the discussion surrounding the coronavirus (COVID-19) increases, I thought it would be wise to share with you the steps we're taking to help protect the health of our customers, employees, and communities.

We're closely monitoring local and national reports on the evolving impact of COVID-19. Based on guidance from the Centers for Disease Control, and local/state health agencies, we've directed our leadership team and store personnel to act quickly and effectively.

As an immediate step, we increased our cleaning and disinfecting efforts in every store — frequently disinfecting often-touched surfaces such as counters, chairs, phones, door handles, keypads, restroom surfaces, etc. We temporarily shut down our popcorn machines and coffee/soda service as an extra precaution.

At this time, all of our stores are open for business and our service experts are available to provide the service you expect and deserve from Jiffy Lube. Should you wish to remain in your car during the service we will do what we can to facilitate that. Please know for Emissions Tests (in Bernalillo County, NM only) and for services that require us to lift the vehicle, we will need to have you exit the vehicle during the service. We will do everything possible, as always, to minimize your wait time and inconvenience.

At Jiffy Lube, we care deeply about those who are suffering and have been negatively impacted by this situation. Our hope is this will be a very temporary phenomenon and we commit to doing our part to make it that way. Thank you again for continued business and support.

Sincerely,

Keith Mortensen

President

Lubricar, Inc. franchisee of Jiffy Lube International