



**PRINCIPAL
WARRANTY CORP.**

Dear Valued Principal Warranty Corp Customers and Dealers:

We are in a unique position where we are witnesses to an unprecedented event and set of reactions. Like us, you have likely received many messages communicating how companies are managing this situation. Our goal is to share our plans in an unobtrusive way and to remember that we will come out of this time together, lives will resume normality and we will be stronger and more resolute. Our prayers are with all of you as well as your families, friends, co-workers and your companies.

A core value of PWC is the safety of our team members. We believe it and we live it. We made the difficult decision to minimize operations at our office facilities for at least two weeks. We have transitioned 80% of our team to “work from home”. This was done out of an abundance of concern and caution for our team members and their families—this was very much appreciated. We cannot see into the future, but we plan to resume normal operations on Wednesday, April 15th.

For those of you that have claims or might need claim help in the near term, we want to assure you that we will be handling your claims and calls as we always would. We will prioritize customer service calls and answer any questions quickly.

Most of our dealers remain open subject to the regulations of their individual states, and almost all of the dealers are capable of scheduling individual appointments. Dealer websites and our website are also available and we will plan to post any changing information or plans there.

For now, God Bless You and stay safe!

Travis Coulter
President/CEO
Principal Warranty Corp.