



COVID-19 Business Resumption Update – Dealership and OEM Visits

Dear Dealer/Partner,

As our provincial governments begin to release further details on the relaxation of restrictions regarding business activities, we are working to keep you up to date on all relevant sources of information. We are aware that many of you are preparing to open up your showrooms soon or in the coming weeks. We would like to reassure you that LGM Financial Services is well underway in planning our own response to adjust our field support activities so that we can join you on this journey.

Being proud to be responsible means making sure the health and safety of our customers and employees are our top priority. We will continue to review and monitor all of the recommendations on best practices, hygiene and safety protocols that are to be followed as business begins to resume. We are paying close attention to the guidelines that are being released by each OEM, as well as those from provincial governments and the Canadian Automobile Dealership Association (CADA). This allows us to ensure our dealer development managers and strategic partnership managers are adopting industry-recommended safety and hygiene protocols, as they gradually resume their in-person relationship management activities with your employees.

As we work together during this transition, rest assured we will continue to communicate with you on the steps we are taking and how we expect to support you further in the coming weeks.

In the interim, we would love to have your input on how we can work together to ensure this is a smooth process. Our dealer development managers are available via phone, email and web conferencing and would love to hear from you. Let's continue to work together to sell virtually while also discussing how we will resume our in-person visits and manage our experiences together.

We look forward to sharing more details with you, as well as hopefully returning to see you in person in the weeks ahead.

Thank you for your ongoing support and stay safe and healthy!

LGM FINANCIAL SERVICES INC.

A handwritten signature in black ink, appearing to read "Drew Collier", is positioned above the printed name and title.

Drew Collier
President & Chief Executive Officer

PROUD TO BE RESPONSIBLE

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