



# CORONAVIRUS IMPACT

## on RTO Dealers

as of 3/23/2020

Yes, with regular business hours.

68%

### Stores currently open to the public?

- 27% Yes, with reduced business hours.
- 5% No, but we are still operating in a limited capacity (deliveries, pick-ups, curbside or drive-thru options).
- 0% No, we are closed for business.

Yes, we have adapted operating procedures.

66%

### Had to adapted current business procedures?

- 28% Yes, we anticipate adapting operating procedures.
- 6% No, we have not had to adapt and do not anticipate making any changes.

Yes, we have adequate sanitizing supplies.

75%

### Have adequate sanitizing supplies for store and equipment?

- 14% No
- 11% Unsure

If you are in need of specific supplies, email [info@rtohq.org](mailto:info@rtohq.org). We may be able to help.

### COMMENTS

Encourage customers to web pay and pay by phone. Monitoring daily and listening to what our personnel are saying. Cutting overtime. Customers are buying everything up before we can restock. The availability of cleaning supplies to purchase is getting difficult. Expecting “stay home” orders any day.