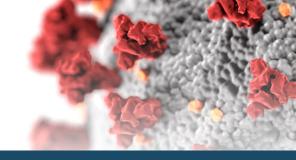


## **CORONAVIRUS IMPACT** on RTO Dealers



as of 3/23/2020



## 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.

## 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.



 14%
 No

 11%
 Unsure

If you are in need of specific supplies, email info@rtohq.org. We may be able to help.