



March 19, 2020

To Our Valued Customers,

We wanted to provide an update to our business partners regarding our operating procedures under the existing pandemic.

We are currently servicing accounts under normal procedures. We strive to complete all orders on the day they are placed or arrive. Our New York State government has restricted our workforce **to 25%**. Because of this, all processing and shipping of physical material is occurring on a 3-5 business day turnaround. Silver melts only will have an 6-8 week turnaround.

In the event the Federal, State, or Local Government act in a manner that further restricts our operations, we have a contingency plan in place. Our trading department already has the ability to operate remotely, so we will be ready for your calls and emails. Processing/shipping of physical material could experience additional delays depending on the severity of any additional government restrictions.

In any event, the safety of our workers and customers is paramount. We suggest the following preparations:

- 1) If remote trading is implemented it will eliminate our ability to mail physical checks. Payments will only be available in electronic form. We recommend you sign up for ACH payments now. There is no charge from us and they post to your account in 1-2 business days. Payments are quick and efficient. The form is now available on our homepage.
- 2) Please continue to monitor the operations of Fedex, UPS and USPS, as any changes in their operation will affect our operations. We will provide updates should this occur.
- 3) Watch our homepage at www.jackhunt.com for all updates going forward. We suggest checking our homepage daily.

There are many different moving parts to this ever-changing global situation. As your business partner we are committed to providing timely updates as the landscape evolves. If you have any concerns please reach out to us. We are here for you and because of you.

Sincerely,

Thomas A. Dzielski, CPA
Director of Wholesale Operations