



Dear All,

Like all businesses within the UK and indeed, worldwide, we are closely monitoring the impact that COVID-19 is having on our business, our colleagues, and customers.

We are very much aware and respectful of the Government's message that all UK citizens and businesses must play their part to protect the most vulnerable in our society and to ensure that the NHS has the ability to care for the inevitable increased number of patients who will be affected by the virus in the coming days and weeks. We give special thanks to those individuals and teams who are working tirelessly to care for those affected.

Our own responsibility to care for the most vulnerable people in society has always been at the heart of everything we do. With this in mind, and in light of the Government's recent announcements, we have taken the decision to temporarily close our UK showrooms as of 5pm on Tuesday 24th March 2020. Each and every one of our showroom teams look forward to welcoming you back into our stores very soon.

In the meantime, we want you to know that you can still access the mobility equipment you need. Our full range is available online at www.careco.co.uk and our telesales department are on hand 7 days a week on **0333 015 5000** to process your order. If you need any advice or recommendations, please just ask. While we will be suspending any engineered or product setup deliveries until further notice, our delivery drivers are working extra hard to ensure all customers receive their order on time, with special measures in place to minimise contact and prevent the spread of germs.

I would like to thank my fellow colleagues for their dedication over the last few weeks as, together, we have navigated our way through this challenge. They have all been amazing and I am immensely proud of what we have achieved.

Over the coming days, the CareCo team will work together to care for our customers and look after each other's well-being. This is a situation that we have not had to deal with before; we are entering uncharted territory and will be learning and adapting as we travel along this path.

Thank you all for your patience and understanding. And if you have any questions at all, please don't hesitate to get in touch.

Stay safe and well.

Best wishes,

Your CareCo Family