



## STATEMENT AND POLICIES REGARDING COVID-19

March 18, 2020

Dear Valued Customer,

As the novel coronavirus, COVID-19, has spread around the world, it is causing disruption to schools, businesses and our communities. NorthStar Home is fully committed to protecting your family and property, and will continue to support that commitment through this uncertain time.

NorthStar is also committed to your health and well-being, and the health and well-being of our employees and contractors. We are closely monitoring the developing situation with information from state and federal agencies, including the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). We are adapting operations and using best practice sanitization procedures to protect against the spread of the virus, and to ensure we continue to service your connected home system and provide uninterrupted security monitoring.

Specifically, NorthStar has instituted the following policies regarding service calls:

- **NorthStar Corporate Employees who schedule on-site customer service appointments are to inquire during the customer's initial call to the corporate office whether the customer is comfortable with a Service Technician entering the home before scheduling the service. (Note, under no circumstance are NorthStar Technicians allowed to work if they have been exposed to COVID-19, or have experienced COVID-19 symptoms in the last 14 days)**
  1. If the customer is comfortable with a Service Technician entering their home, an on-site service appointment will be created.
    - If a customer is not comfortable with a Service Technician entering the home, NorthStar Corporate Employee will offer to ship the required equipment to the home for self-installation, or recommend the customer call back to have an on-site service appointment created after at least 14 days have passed or the customer is comfortable again (whichever is longer).
  2. Before scheduling an on-site service appointment, NorthStar Corporate Employee must inquire:
    - If anyone that lives in the home has symptoms of COVID-19,
    - If anyone that lives in the home has been exposed to COVID-19,
    - If the customer or anyone that lives in the home has recently traveled to a High-Risk Area (as defined by the CDC)

If the customer, or someone in the home, is symptomatic or reports potential exposure, **an on-site service call cannot be scheduled**. Customers will be asked to call back at least 14 days later.

During this period of heightened awareness, we appreciate your patience as we may experience higher call volumes than usual. We are also taking additional precautions to ensure that neither

you, your family, nor our employees contribute to the spread of the virus during visits to your home. Please call our Customer Care department at 800-775-7827 if you have questions or you are in need of service.

NorthStar was founded in the year 2000 on the guiding principal of providing Less Worry. More Life.<sup>®</sup> We will remain true to that mission as it is more important now than ever.

Thank you for being our loyal customer.