



THE METROCENTER
49 COURT STREET, P.O. BOX 5306
BINGHAMTON, NEW YORK 13902

March 17, 2020

Dear Valued Customers,

The health and safety of our customers and employees is our top priority. We have been closely monitoring the information coming from national, state, and local government related to novel Coronavirus (COVID-19) and want to update you on the steps we are taking to help keep our customers and employees safe and healthy, while continuing to offer our communities with safe and convenient options for obtaining essential items.

In all areas of our business—fuel delivery, equipment service, and convenience stores—we have enhanced our already rigorous cleaning and sanitization processes of all areas, particularly high-touch areas to include steering wheels, pumps, door handles, card readers, and all surfaces. We have established automated reminders to ensure these processes, along with proper, personal hygiene practices, are followed regularly.

We also have a specialized sanitization team on call which will be deployed to any of our facilities that have the need.

We are closely monitoring up-to-date, accurate information from national, state, and local health organizations so that we can update our employees on best practices to avoid becoming ill, what to do if they suspect they might be ill, and how to properly communicate any concerns. Related, those customers scheduling service calls will be asked a series of questions in an effort to mitigate employee exposure to COVID-19 exposure.

At Mirabito, we understand the important role of our services to individuals and communities as well as the value of our employees. We also understand our customers want to know that Mirabito is taking the necessary precautions to help prevent the spread of COVID-19. If you have any concerns, please contact Mirabito Customer Service at 1-800-934-9480 or email us at info@mirabito.com.

Thank you for allowing us to serve you.

Sincerely,

A handwritten signature in black ink that reads "Joseph P. Mirabito". The signature is written in a cursive style.

Joe Mirabito
President/CEO