

September 2, 2020

Dear Army Air Force Exchange Service Customers:

I personally want to thank you for our continued partnership. We truly appreciate your business!

We know you have suffered hardships because of the pandemic and we at Ashley are suffering with you. I want to assure you that the Ashley team is working diligently to overcome all the manufacturing and delivery hurdles the pandemic brought forth and are asking for your patience. We are paying "ransom" to get our import product and raw materials shipped on containers and air freighted to the US. We currently have a massive amount of product incoming from Asia, over 18,000 containers on the water! We are continuing to expand our manufacturing and warehouse capacity and investing in technology to produce and ship as much product as possible.

Lastly, we at Ashley Furniture Corporation value you as a Military customer who has served our country in the hardest of times; and with patience and perseverance we will come thru this pandemic stronger. We are doing everything in our power to get through this.

The future is bright for you, our industry, and Ashley!!!

Best,

ASHLEY FURNITURE INDUSTRIES, INC.

A handwritten signature in black ink that reads "Todd R. Wanek".

Todd R. Wanek  
President & CEO