

# HelloTech's COVID-19 Response

May 11, 2020

## General Precautions

This pandemic has hit our nation, our world, in ways we never would have imagined. We want to let our customers know that HelloTech has been working tirelessly to rethink our procedures during times like this. We want to continue to provide the in-home and remote tech services our customers have grown to love over the years but make sure we're doing it in the safest way possible.

We have taken the recommendations from CDC and WHO and incorporated these into our process. Our ultimate goal is the safety of our customers as well as our techs. All of our 2,500 independent techs have been educated with our safety guidelines and have been advised on how to handle in-home jobs. We've asked our techs if they exhibit any symptoms, to not accept any jobs and for those that don't exhibit any symptoms, we ask them to use the proper PPE, disinfect all areas they've touched and make sure to keep a safe distance from customers. We encourage our customers to do the same as we are all in this together.

## HelloTech's updated policies and procedures to protect customers:

- Before any appointment is confirmed, we check on our tech as well as our customer to make sure both parties are free of symptoms. Should a tech or customer exhibit symptoms prior to their scheduled appointment, we will cancel the appointment and waive any cancellation fees related to the job.
- We ask that customers are prepared for the tech to perform the work as expeditiously as possible (e.g., have passwords ready, clear and disinfect work area and any other materials the tech may come into contact with, be at home on time, etc.).
- We recommend our techs and customers refrain from physical greetings such as hand shakes and to keep a minimum of 6 feet away from one other to minimize the chance of spreading germs. When service is done, we ask all individuals to disinfect their hands as well as all areas touched during the job.
- If customers meet any of the higher risk categories as identified by the CDC (e.g., adults over 65), please know that some services can be performed remotely (i.e., a computer tune-up), and we recommend that you use our remote service instead of in-home which will also save you money.