



We Are Family Serving Family

Dear Soldiers, Airmen, military families, retirees and Veterans,

The Army & Air Force Exchange Service is truly honored to serve you—our Nation's heroes—during the COVID-19 pandemic.

These are unprecedented times. Our way of life has been disrupted. One constant is your Exchange's steadfast commitment to supporting you. Just like you, our Exchange family is dealing with the same uncertainty and frustration during this uncertain time.

85% of our associates have a military connection. We are Veterans, military spouses and dependents who are honored to serve with you.

The Exchange has served Warfighters for nearly 125 years, and our associates live by our core value of family serving family. During this national emergency, your Exchange family is on point for yours.

Please know your Exchange team is working around the clock to serve you. Your Exchange benefit is transforming based on the demands on the situation. We have procured masks for all customer-facing associates and are in compliance with Department of Defense guidance on cloth face coverings. Exchange restaurants are delivering orders and providing pickup options; buy online, pick up in store service and curbside pickup are minimizing time spent in stores; school lunch services overseas continue during virtual learning; and our bakeries and water bottling plants are ramping up production to keep baked goods and purified water in stock. As changes are made to ensure shopper and associate safety, we thank you for your patience.

Your Exchange benefit matters now more than ever. We remain fully nested with installation commands to safely provide critical support and are committed to ensuring your well-being when shopping with us.

We appreciate your service to our Nation. Thank you for counting on us. We are honored to be here for you. Our Exchange family continues to stand with yours.

Army Strong! Air Force Strong! Exchange Strong!

All the best,

Tom

Tom Shull
Director/CEO
Army & Air Force Exchange Service