



Offices in Chickasha, Duncan & Lawton, Oklahoma
(405) 224-4750 fax:(405) 421-0115
www.199down.com

March 25, 2020

I hope you and your family are safe and healthy!

In an effort to protect my staff and practice Social Distancing per the CDC request, I am asking that you let us serve you remotely via phone or email during the outbreak of COVID-19. **Our office lobbies will be closed beginning March 26, 2020, until further notice.** Your account managers are still available and willing to serve! Call us at 405-224-4750 or 580-252-5553 if we can assist you. Additionally, and as always, you can go online to www.solutionsautogroup.com to make a payment. You can also set your payments on a recurring basis or finally use the drop boxes provided at each location. Please, only drop money orders in an envelope with your name and phone number attached. You will get an email receipt once payments are processed.

Thank you for helping us to keep our communities a safe and healthy place for us all!

Joe D. Powell

March 17, 2020

To our valued Solutions Auto Group customers and friends,

The Coronavirus disease (COVID-19) has created an unprecedented situation, outside of the United States and here at home, creating not only health concerns but disruption in most every aspect of our lives. Solutions Auto Group is closely monitoring the situation and understands the concern and uncertainty you may be experiencing. We are committed to being responsive to the needs of our customers and employees as the situation evolves.

In response to the COVID-19 situation, we are keeping work spaces wiped, cleaned and disinfected in our customer and work areas including our night drop doors. Our customer's and employee's safety will always be our top priority. We currently remain open and have offered any staff that is not comfortable at work to please stay home until they feel safe and secure.

Our mission is to provide outstanding customer service, with honesty, integrity and professionalism while leaving a positive impression with our customers, co-workers and community.

We strongly encourage you to use SAG's online payment portal on our website at www.solutionsautogroup.com for self-service payment options. If you haven't enrolled in online access, it only takes a few minutes. In an effort to save you the \$3.50 per transaction the software provider charges, we have free payments as well. We would also ask you to maintain a safe distance between yourself and others. To eliminate as much distance between you and our staff, you can use the nightly payment drop as well. If you need assistance, please give us a call.

Protect yourself and others. Finally, we ask that if you need to visit a store, but within the last 14 days have had flu-like symptoms, have traveled to countries that have a Level 2, Level 3, or higher Travel Health Notice by the CDC, or have taken a cruise, meet with our staff only by phone or email.

We are prepared. While no organization can anticipate every possible eventuality, we believe Solutions Auto Group is as prepared as is possible at this time. You can be sure that we will continue to monitor the situation closely and will adapt and amend our response as needed.

Thank you for your confidence in SAG. We will communicate further if the situation warrants and look forward to returning to business as usual soon.

Joe Powell
Owner / General Manager

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