



AN IMPORTANT MESSAGE TO OUR GUESTS

March 15, 2020

Burrito Lovers,

We understand there is an abundance of concern surrounding the Coronavirus (COVID-19) and our thoughts are with everyone affected.

As our communities continue to feel the increased impact of Coronavirus, we want to reassure you that the health and safety of our customers, franchisees and crew is always our top priority. At Moe's, we pride ourselves on having clean restaurants and offering a safe environment to enjoy our famous burritos, queso and more. We wanted to proactively inform you of the steps we've taken in our restaurants today:

- Following all guidance from national and local health organizations
- Continuing to adhere to cleaning and sanitation procedures
- Increasing the frequency of cleaning, especially high-touch areas
- Directing crew members who are not feeling well to stay home
- Continuing to offer options for online ordering and delivery

As this situation evolves, restaurants may implement additional measures, including staffing or service modification. We are working closely with our franchisees to address any issues that may arise.

We value your trust in our brand and we thank you in advance for your patience as we navigate this challenging situation one day at a time. Please refer to the Center for Disease Control & Prevention and the World Health Organization for the most up-to-date information about the Coronavirus (COVID-19) including symptoms and steps you can take to prevent the spread of the illness.

Sincerely,
Your Friends at Moe's