

To Our Valued Customers:

We know your inbox is full of messages like this about the COVID-19 Virus, but please read this quick message about your storage unit.

At our various storage locations, the health and well being of our customers, associates and communities are our top priority! Listed here is the essential information we want to pass on to you.

PROTECTING YOU!

Our team is here to ensure the safety of your health and belongings. Starting today, March 17th the following will take place, until further notice:

1. We will have gate access on a limited basis for **essential access only**. Our gate hours will be 9:30 - 5:30, Monday through Saturday. We will close on Sundays. Please try to limit your visit to 30 minutes only.
2. We recognize that some of our customers perform essential services for the community, and need their tools and supplies stored in the units. For this reason, we will have one team member onsite working in the office from 9:30 - 5:30, but the office will be locked to the public. The team member will be there to monitor activity, answer calls and emails, process online and phone payments, and conduct security walk-throughs around the property.
3. Carry-in and package delivery service, and free move-in truck use are suspended until further notice. Deliveries will be refused until further notice.

Even if we have limited access, rest assured that our teams have new guidelines and have increased the frequency of sanitizing bathrooms, door handles, keypads, elevator buttons and other public areas throughout the day.

MAKING PAYMENTS EASY FOR YOU!

1. Our office is closed, please access our online payment option from our website if you need to make a payment.

Or

2. Call and make a payment over the phone. (Option #2 to reach the automated payment center is available at many locations, or one of our team members can help you.) If you or someone you know would like to rent a unit, we can teleconference with you to help you fill out the paperwork remotely.

3. We request that if possible, all account concerns be communicated via office phone or email. Please avoid personal visits to the office when possible. If you must make a check or cash payment, please drop it in our door slot and clearly mark on the envelope your name and unit number.

WHAT NEXT?

This is a rapidly evolving situation. We are committed to doing whatever we can to preserve the health and welfare of you and our team members. Please check our website (<https://www.safkeep.com/forms-and-survey/>) for the latest information and any changes we may need to make for our office and access hours. For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov/).

Thank you for your continued patronage. We are in partnership with you to stay healthy and wish all of you the best!

- The Management Team