

March 17, 2020

Dear Leader® Swim, Community,

The fast pace of developments surrounding COVID-19 has led to a lot of understandable questions and concerns. We remain committed to providing you with the products and services you need, while working to ensure that our employees and their families stay well during this difficult time. We wanted to take a moment to update you on the progress we have made on strengthening our operations in order to support you.

We have executed social distancing strategies including remote work options. In addition, our facilities are working to ensure enhanced cleaning and well-being strategies are in place.

Our purchasing and manufacturing teams are working closely to understand product availability timelines, with strong results across most categories. Due to recent demand, there are still some hurdles as it relates to supply; however, our team is working diligently to best confront these challenges.

Our entire Hilco Vision company, along with each of our brands, will continue to work hard to minimize any disruptions to conventional response or delivery times. We appreciate your patience. Thank you for your continued support.

**Leader® Customer Service**

Phone 855-922-8623

Email: [orders@hilcovisionoutdoor.com](mailto:orders@hilcovisionoutdoor.com)

Stay well,

A handwritten signature in black ink, appearing to read 'Ross Brownlee'.

Ross Brownlee  
CEO, Hilco Vision