



3/23/2020

Dear Customer,

These are truly uncharted times and we're learning right along side you as we navigate COVID-19 together. We are all grappling with this issue of enormous scale and human impact, and our hearts go out to all who have been affected by the outbreak of COVID-19.

We are inspired to see people and communities rising to the challenge to support and help one another during these uncertain times. Know that we are guided by our core values; Communities Matter and People First. These values guide us to make the best decisions we can based on the information we have available from the World Health Organization (WHO) and the Centers for Disease Control (CDC).

We are proud to say we have made swift decisions to protect the health and safety of our employees and will continue to do so based on the information available to us. These decisions help to ensure that we can continue to deliver and support the products you count on.

During these troubled times, our goal, is to continue to provide a pathway to economic stability for our Tribe and our members, while providing a vital service to Americans of all backgrounds who might otherwise be without access to the short-term financial assistance they need. Rest assured the Tribe is committed to ensuring the success and recovery of our customers and our communities as we work together to weather this storm.

We know not everyone has the resources to "shelter in place." With more than 100 million Americans living paycheck to paycheck, and millions of businesses across the country closing indefinitely, hourly workers (including those dependent on tips) are the hardest hit.

We understand the importance of the product we offer; you rely on us to help you during tough financial times and we understand the responsibility that entails. Remaining a resource to you and continuing to meet your needs day in and day out is our primary focus.

Thank you for being a loyal customer, and please be safe and stay healthy.

James Williams, Jr.
Chairman, Lac Vieux Desert Band of Lake Superior Chippewa Indians

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