



## COVID-19 Message to Our Customers

Alliance Pest Control would like to reassure all of our new and existing customers, that we are open and will continue to provide all residential and commercial customers with service, as Alliance Pest Control is an essential service provider.

During this uncertain time, our customers' health and wellbeing is our highest priority. As we continue monitoring developments related to Coronavirus (COVID-19), rest assured, we are committed to doing everything we can to ensure our customers and employees are safe.

Our service is essential in preserving the health of our customers and protecting property. As such, we are going to modify our normal service by attempting to mitigate any pest issues from the outside of the home. This means that we will do our best, through the steps mentioned below, to reduce/eliminate inside services over the next few weeks.

- Suspending all interior services/treatments unless absolutely necessary
- Conducting additional customer screening for any absolutely necessary interior services
- Ensuring our team keeps a proper distance (6ft or more), wears disposable gloves and masks if entering your home, and continues regular hand washing.

The Alliance Pest Control staff has moved from an office setting to a work from home setting. We are running on normal business hours. At this time, Email ([client.support@alliancepestservices.com](mailto:client.support@alliancepestservices.com)) may be the most effective form of communication. This email address is set go out to our entire remote work staff. This will ensure we do not miss your communications. If you do not have a current email on file, please send an email to the address above and include your First/Last Name. We greatly appreciate your patience during this time. We have added additional resources to help reduce any interruptions to our call flow. If you must call in, then please contact us at [1-800-698-4530](tel:1-800-698-4530).

As the seriousness of this virus increases, **all of our employees have been instructed to follow the CDC's best practices**, including frequent handwashing, limiting proximity to sick individuals, and being aware of symptoms.

While this has not been an issue for Alliance Pest Control yet, we will also implement 14-day quarantines for any employees who are diagnosed with COVID-19. We encourage you to do the same, so please review the most up-to-date information [here](#).

Lastly, we hope you and your family stay healthy during this time. Please check back for regular updates from us as we navigate this evolving situation and thank you for being a part of our Alliance Pest Control family.