



March 24, 2020

Dear Valued Customer,

MCI recognizes that these are unprecedented times and trust that everyone is remaining safe given the COVID-19 pandemic we are facing. Our lives and our world have been impacted drastically and we remain grateful to those working on the frontlines to mitigate the outbreak. We are taking this crisis with the utmost seriousness, focusing on the health and safety of our team members and their families, in addition to that of our customers and supplier partners.

The COVID-19 (or coronavirus) pandemic is requiring all of us to adjust how we do business given the ongoing market distress including the operating status of our customers, order cancellations, order deferrals and supply chain issues.

The coronavirus pandemic has resulted in an unprecedented global crisis impacting economies around the world, including all our markets, customers and supplier partners. The continuing spread of the coronavirus and its impact on our employees, customers and suppliers have required us to take immediate measures, including idling a majority of our facilities for a two-week period beginning March 30, 2020, if not sooner, and certain employee layoffs. During that period, we will continue to assess whether the idling period needs to be extended. We plan to resume normal operations on April 13.

However, we want you to know that our customer support functions will still be operating, including field service, service centers, technical support, sales and contracts administration, and NFI Parts to ensure that we continue to support you during this period, as well as our overall goal to support the transportation infrastructure of the U.S. and Canada.

For those with existing orders with us we have implemented the following:

We will continue to deliver coaches to you per plan. Given the notice above, we will advise you directly in the next few days of any change in the planned delivery date for your specific coaches.

For those that have requested a delivery deferral to a later date than planned or currently required we will endeavor to hold completed coaches in our inventory to the date you have requested. However, MCI may reach a point where inventory holds may no longer be possible and we will communicate with you directly if this occurs.

For each of the above items, your MCI sales person will be in contact with you directly to review your specific requirements.



We are optimistic that together we will overcome this unprecedented challenge and remain hopeful in the global effort to stop this pandemic. We will communicate regularly via direct communication with you and updates on our website.

Should you have any immediate questions, please call any member of your MCI team or via email or contact either of us at Patrick.Scully@mcicoach.com or 336-255-2093 and Pat.Ziska@mcicoach.com or 847-922-4948

Sincerely,

Patrick Scully

A handwritten signature in blue ink, appearing to read "Patrick Scully", with a large, stylized flourish at the end.

MCI Executive Vice President Sales,
Marketing and Customer Service

Pat Ziska

A handwritten signature in blue ink, appearing to read "Pat Ziska", with a large, stylized flourish at the end.

MCI Vice President,
New Coach Sales