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5 January 2021

Dear Customer

### **COVID-19 Update 2021**

We'd like to thank our customers for continuing to work with us during 2020. We can't emphasise enough how important your business is to ours, our suppliers and our coffee communities. We'll continue to review and work on new ways to keep your coffee flowing and offer you the best possible customer experience in 2021 and support your business during these most challenging times.

Following the announcements across the UK and Ireland about stricter measures being imposed to tackle Covid-19 we'd like to reassure our customers of the steps we at Matthew Algie have put in place to ensure the relevant support to your business.

### **We're here to help you.**

Your business is vital to ours. Our Remote Customer Support teams remain available to help with your enquiries and answer them quickly and efficiently – this does not change.

- **For customer enquiries** please call our dedicated Customer Service team on the freephone numbers above or email [enquiries@matthewalgie.com](mailto:enquiries@matthewalgie.com)
- For consultation and advice, your dedicated Account Manager will be available for a video call appointment. You can contact them directly or raise a request via the Customer Service team.

### **Your coffee machine and technical support requirements.**

If you have a coffee machine, entered lockdown and have no short-term requirement to use it, we'd recommend you follow some preventative maintenance guidance to ensure the machines reliability when you get going again. This includes simple steps to safely close down your coffee machine.

- **For the safe closing down of your coffee machine(s)** you can find relevant information [here](#).
- **For technical advice**, support or general enquiries, our helpdesk remains available for you during this period. You can contact us on the freephone numbers above (selecting option 1 for technical support) or email us at [enquiries@matthewalgie.com](mailto:enquiries@matthewalgie.com)

**Keeping you informed.**

This is an ever-evolving situation, so should there be any further changes to our support, services or government advice, we will ensure our website is updated and communication shared via email and our support teams.

Finally, thank you for the positive feedback we've received regarding our support from many customers. They are encouraging for our team and offer great support in this challenging and extremely worrying time.

Take care, keep safe and we'll work through this.

Kindest regards

A handwritten signature in black ink that reads "Ewan Algie". The signature is written in a cursive, slightly slanted style.

Managing Director

