

PTi's Response to COVID-19 and its Impact

Currently, the state of Illinois in which we operate has enforced a shelter-in-place mandate. In light of the recent events, we want to keep you updated to PTi's status and the fight against the spread of COVID-19.

We are committed to offering uninterrupted service to our customers during this difficult time and will continue to provide the highest level of service possible while taking appropriate measures to protect the health, safety and wellbeing of our employees.

As of now, PTi is working on a limited work force; however, **remote work** capabilities are provided to various staff members who will be available to answer any questions or concerns you may have via phone, email or video conferencing.

Sales and Customer Service members are available via mobile phone or email to handle any immediate concerns you may have. Our Customer Service and Sales Representatives are available to assist you should you have any questions or concerns at 630-585-5800, or at the PTi Customer Care 24-Hour Service Hotline, 1.877.613.0116.

Travel restrictions and company policies make service calls improbable, if not difficult to achieve, but we will make every effort to provide service remotely and/or walk individuals through the issues via phone and online chat methods. Public and personal safety will remain the utmost concern, and we intend to follow all CDC, WHO, State and Federal guidelines to protect our employees and yours.

In regards to Manufacturing and Operations, PTi wishes to assist in any way possible to ensure your operations exist without interruption. We encourage our customers to take inventory of any upcoming needs and let us know immediately, so that we can prepare accordingly and promptly address the matter before it becomes critical. We maintain constant contact with our suppliers who have staggered and minimized work forces and hours, but have indicated no major disruption in supply chain at this time. Should there be any drastic change in product flow or increased lead times in PTi operations, we will notify customers immediately.

PTi is committed to the success of its clients and will continue to communicate any changes that may impact them. We appreciate your business and partnership in the crusade to fight this horrible pandemic and remain confident that we will get through this together.

Stay Healthy and Safe!

PTi Processing Technologies International