



April 29, 2020

Dear Valued Client:

During these unprecedented times of uncertainty it has been difficult to come up with definitive answers to so many questions about our lives, our economy, and our planet. The global pandemic has pointed out many gaps in our systems and in our understanding of what is normal. As we search for answers to these issues together we must find new ways to live and to work. There is little question that a *new* normal is necessary.

The Icon Group, Inc as a company has tried to weave its way through this dilemma as best we can by balancing the needs of both our employees, our facility and our valued clients - while remaining in compliance with governmental mandates. We know that many of you are eager to accomplish various tasks which have been put on hold during this crisis.

To begin a resumption of operations, Icon will be available for limited services beginning May 18th. Scheduling of work during this time will be subject to logistical circumstances and staff availability. Our east coast shuttle shall not resume schedules until early June. Please contact us for other long distance needs.

As we ramp-up, we have developed a strict protocol for the protection of our staff and the customers with whom we have physical contact. It is of the utmost importance that we abide by these rules so as to do our part in reducing risk or a return to another crisis outbreak. It is our hope that our customers understand the fluidity of this situation and remain patient as we work through the varied challenges ahead of us all.

We hope and trust that everyone can remain healthy and safe as we begin the journey out of this difficult time. The staff at Icon is ready and available now to answer all of your service questions and work with you to schedule mutually acceptable time-lines for accomplishing the completion of your many service needs:

Jesse Rhames	NYC Shuttle	jesse@icongroup.us
Eric Watts	NYC Shuttle	ericwatts@icongroup.us
Kevin Brosnan	Local Services	kevin@icongroup.us
Chris Smith	Local Services	chris@icongroup.us
Eric Dimas	Crating	eric@icongroup.us
Mike Gamis	Storage	mike@icongroup.us
Andrew Conaway	General Manager	andrew@icongroup.us

Thank you for your continued trust in what we do and as always – we remain at your service to provide solutions for all your shipping needs.

Sincerely,
Bruce MacGilpin
President
bruce@icongroup.us