



To Our Motion Concepts Family,

At Motion Concepts, we take great pride in offering solutions that improve the lives of our clients. As the situation with COVID-19 has developed, we have even more concern and resolve for people who require our products.

As the world faces an unprecedented set of circumstances, we as a company have made numerous operational changes which will enable us to continue to provide a safe work environment to our valued employees while also continuing to support those in need.

We remain open and operational, to the extent permitted, with the essential personnel needed to take orders, produce and ship critical medical devices, and repair parts in a timely manner from both our Canadian and US distribution facilities.

For the safety of our associates, we have taken appropriate steps to ensure workplace safety by following public health protocols. In addition, we are using technology to enable our associates to be effective working remotely, or more sparsely dispersed working in company locations in safe conditions.

If you are a customer and have questions, you should be able to reach us as you would normally. We encourage you to first visit our website (motionconcepts.com) for the most current information. Our customer service and technical service support continues to be available by phone at 888-433-6818 in the US or 866-748-7943 in Canada or you can contact your sales representative.

This crisis affects all of us locally and connects all of us globally. We are committed to making the best of the situation on behalf of our customers and associates, and by supporting our communities worldwide. Please help me thank our associates for adapting quickly, and for finding ways to continue to do our vital work, so we can help fulfill the needs of people seeking reliable medical equipment.

As always, we are committed to being responsive to your needs and the needs of your clients. We will continue to monitor this situation and update you as more information is made available.

Thank you for your continued support and understanding.

Be Safe.

A handwritten signature in blue ink that reads "David Ciolfe".

David Ciolfe
VP Operations