To Our BMW of FT Walton Beach Customers:

Like you, we have spent the last several weeks learning about coronavirus **COVID-19** and how it is impacting our state, our nation and our world.

For years, prioritizing our customers and employees has been at the heart of what we do, and it is this BMW of FT Walton Beach core value that continues to guide our actions in addressing this challenging new threat. We want you to know that we have taken immediate steps to keep you and our employees safe.

We are closely following the [Centers for Disease Control's (CDC)](https://track.dealer-info.com/z.z?l=aHR0cHM6Ly9lb2FjbGsuY29tL2lKT0ZwZFE2MjkvP3V0bV9zb3VyY2U9Y2FsZHdlbGxhbmRrZXJyJmFtcDt1dG1fbWVkaXVtPWVtYWlsJmFtcDt1dG1fY2FtcGFpZ249bWFyY2hfY292aWQxOSZhbXA7dXRtX3Rlcm09Y3Jvd25jYXJzJmFtcDt1dG1fY29udGVudD0wNjQwMzIwY2FnMTUw&j=333406428&e=121931&p=1&t=h&CFA77E01ABF444C7954A2A89E8AF2658&h=ed3696e0499623574a9049e6c3598abd) guidelines and recommendations on the steps we should take to help prevent the spread of this virus. We shared specific CDC instructions with our employees on the importance of frequent handwashing, avoiding contact with eyes, nose or mouth with unwashed hands, and avoiding close contact with people who are sick. We instruct employees who are exhibiting symptoms of illness to stay home or seek care from a medical provider when necessary.

We conduct regular and frequent disinfecting of high contact areas in our dealerships during the workday, and supply hand sanitizer and/or disinfectant for regular use by our customers and employees. We have engaged professional cleaning companies to clean and disinfect our dealerships each night with additional measures above the norm. We are taking care to sanitize all vehicle steering wheels, shifters, door handles, and vehicle key fobs.

If you'll be dropping your vehicle for service we've made arrangements to reduce contact points with others, like common areas of café's and service waiting areas. We are working to provide greater space between you and others and we'll work to keep this as convenient to you as possible.

If leaving home is difficult during this time, we can arrange complimentary delivery of leased or purchased vehicles, as well as delivery of service vehicles. We want to make every effort to make things convenient for you, especially now.

Just call, text, or email our team, and we will take care of the rest.

BMW of FT Walton Beach will continue to vigilantly monitor this situation around the clock to do all we can to protect you and our employees. We are working hard to keep you safe and healthy while at BMW of FT Walton Beach, providing the most convenient service possible!

We are all members of the same community, and I am confident we will get through this pandemic together. In the meantime, our heartfelt appreciation extends to the healthcare workers, local and national authorities, and all those on the frontline in the US and the world working to contain Covid- 19. Please know that BMW of FT Walton Beach sincerely appreciates your business and your loyalty.

Wishing all the best to you and your family—

Keith Monnin  
President