



Our Customers and Partners:

We continue to monitor the most recent development and official announcements on COVID-19. Each day brings encouraging news. We continue to implement internal and external measures to stay vigilant, remain operational to the extent that makes sense, and most importantly, mindful of our employees, their families, and your well-being.

Here are some of our response initiatives in place:

#ReadyNow

As you use this time to upskill and reinforce, we are here for you. Not tomorrow but now. We are right here whenever you are. Just ask. Our team is on standby.

- Set up a [virtual appointment](#) with our team. Our experts can recommend products and solutions that will help ramp up business as you recover from temporary closure.
- Take [free eLearning courses](#) on implants and digital dentures.
- Watch [educational videos](#).
- Need immediate assistance? Chat with us via our [webpage](#).
- Have a question? Send an email via info@sterngold.com
- Call us at 1-800-531-2685 for technical or general customer service assistance.
- Shop our [online store](#) to get your supplies ready.

Business Operations

- Our online store is open, and we are accepting orders. Please expect a slight delay in shipping as we work with other providers in navigating the COVID-19 global logistical impact.
- Our business is operational and key functions are running to serve our customers, especially as practices start to accept patients once more. We continue to practice social distancing and remote working remaining vigilant.
- As a dental device company, we have always held our cleanliness measures to the highest standard. We use industrial grade, coronavirus-effective cleaning supplies available to all employees, encouraging constant cleaning of individual workspaces and equipment. We hold our cleaning crew to the same standards.

Interactions

- Utilizing online platforms for meetings and other business interactions that typically occur as personal meeting
- Conducting virtual visits with our customers.

Courses and Travel

- Continuing to adjust scheduled events happening within the next 60 days. We have recently transitioned our March 20th, April 17th, May 9th, and May 16th mini implant courses to an eLearning (Distance Learning) format. Please visit our Education page for specifics: <https://www.sterngold.com/courses>
- Continuing and adding to all our e-Learning opportunities. We have just reinforced our webinar schedule for Mini Implant Treatment and Digital Dentures. Please visit the courses page for the latest information.
- Continuing to evaluate any upcoming travel schedule, determining the necessity of live participation.

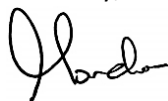
Communication

- Actively sending out email communication as relevant, as well as, having our Customer Service team reach out to customers who registered for live courses, concerning format alternatives.
- Actively posting on our owned media: website and social media channels, any new developments affecting our customers and partners.
- Our Customer Service team is ready to answer any questions or assist, continuing to monitor all contact channels: website chat feature, customer service email, and telephone inquiries.

If you have any questions or concerns, please reach out to: info@sterngold.com or call 800-243-9942.

We share your concern for the health and safety of the world community. On behalf of the entire company, we are diligently doing everything possible to remain operational during this situation. Thank you for helping do your part. We wish you, your loved ones, and dental families, continued good health and safety.

Sincerely,

A handwritten signature in black ink, appearing to read "Gordon", written in a cursive style.

Gordon S. Craig III
President and CEO