



To our valued Honda Canada customers,

Your health, safety and comfort will always be our utmost priority. During this unprecedented COVID-19 situation, Honda is taking proactive and preventative measures to ensure your well-being and that you can reach us at your convenience with any questions you may have. Our employees and associates will remain accessible and will continue to provide the full professional support and service you have come to expect from us.

In addition, we have increased our cleaning and sanitation efforts in all of our office and manufacturing facilities and have communicated a detailed list of similar recommendations to our dealer network. We are asking associates to work from home where possible and are promoting recommended COVID-19 prevention techniques to help mitigate the spread of the virus.

We encourage you to contact your dealer directly through the phone, email, social media and other applications available if you have questions about your vehicle, sales or service.

We realize these are difficult times. If you have been impacted by COVID-19 and have questions or concerns about your Honda Lease or Finance payments, please contact us at 1-800-387-5399 or via email at [cs@honda.ca](mailto:cs@honda.ca). We're here to help.

We will continue to monitor guidance from public health and government organizations and will review each future circumstance daily and on a case-by-case basis during this dynamic and unprecedented situation. As a result of some changes in our business, you may experience longer than normal wait times, we apologize for any inconvenience and thank you for your patience.

Honda Canada is here to help and we have you and your families in our thoughts. We hope that you remain healthy and safe.

A handwritten signature in black ink, appearing to read "Dave Gardner", is positioned above a horizontal line.

Dave Gardner  
President and CEO  
Honda Canada Inc.