



AAA CORPORATE TRAVEL

Mid-Atlantic Regional
1 River Place | Wilmington, DE 19801

Ohio Valley Regional
15 W. Central Parkway | Cincinnati, OH 45202

Great Plains Regional
2121 East 15th Street | Tulsa, OK 74104

aaacorporatetravel.com | 800-354-4514

March 18, 2020

Dear Valued Customer,

As you know, the travel industry is faced with unprecedented challenges that have never before been seen in our history. No travel industry sector or supplier will escape the tremendous impact of COVID-19. AAA Corporate Travel, part of AAA Club Alliance, is committed to serving our customers and your travelers while we keep our Associates safe and healthy.

Since a majority of our AAA Corporate Travel personnel have the ability to work remotely, we are able to support social distancing without any major changes in our business model. Our goal is to ensure teams are able to stay connected, focus on our business, and remain adaptable to the needs of our Customers while keeping everyone's health in mind. Our front line personnel are doing an impressive job of assisting your travelers, and answering your questions. Our inbound contacts are up 15% and our team has answered 83% of calls within 20 seconds over the past four weeks as the travel virus impact has spread.

Like many organizations, we are embracing remote work where possible, and in our offices, our Facilities team has taken proactive steps concerning hygiene in our locations. They are coordinating deep cleaning with our janitorial providers and have distributed hand sanitizer, disinfecting wipes and sprays across our office footprint. We are also asking offices to limit non-critical visitor access.

Thank you for your flexibility and support during this evolving situation. We will continue to keep you informed of any updates through our [website](#) and other communication channels. Please reach out to your Account Manager, or any AAA Corporate Travel Associate, if you have any questions. We will do our best to share any information that we have. In the meantime, we wish health and wellness to you, your travelers, and your families.

Sincerely,

Stacie Schmahl

Vice President

AAA Corporate Travel