

## Dear Holstein Canada Member,

I am reaching out today to thank you all for being so attentive to keeping up the supply of vital, nutritious, healthy dairy products to consumers.

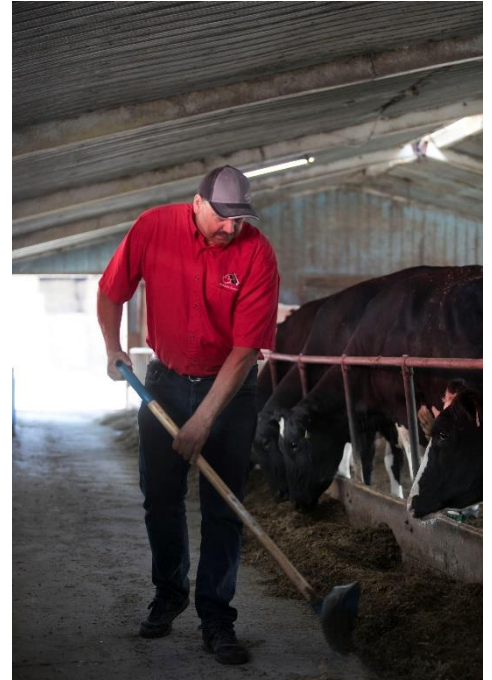
Dairy producers have a long history of being there for all Canadians and for each other. What's new for us is doing all this while staying "apart," because despite our independent spirit, we are strong community people. Thanks to technology, we can still be there for each other. Please continue to show and share your positive outlook on social media. This is a great time to promote our industry, and we all need good news!

I thank all Holstein Canada clients for respecting and supporting our March 17 decision regarding the temporary suspension of on-farm services. We did so for the health of both our staff and clients during an uncertain time. You'll see those familiar faces as soon as we can safely send them back out on the road! In the meantime, our other services continue - thanks for your patience as most of our Brantford team works from their home offices.

This means that for most of our other services, Holstein Canada is still open for business! Genomic samples are being processed and sent to the labs, NLID orders are being fulfilled online, through fax, or over the phone, and payments are being processed online. Now is a great time to keep your Web Accounts up-to-date and accurate (including contact info), and with the kids at home, to catch up on Registrations – they can even do all the work from their smartphones! If you need any help, Customer Service is only a call (1-855-756-8300, ext. 410), email ([CustomerService@holstein.ca](mailto:CustomerService@holstein.ca)) or now text away (226-401-8305)!

I have full confidence that we will get through this challenging time together, and we will be stronger for it. Please know Holstein Canada is by your side, now more than ever. We walk, not just talk, our Vision of "a healthy Canadian dairy industry for all."

Stay healthy and thank you!



### Social Distancing

