



Bel Air

AUTO AUCTION

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Belcamp, MD 21017

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WEBSITE BSCAmerica.com

To Our Valued Customers, Effective March 23, 2020:
Re: We Are Open for Business-Using Simulcast for Auction Sales

On behalf of Bel Air Auto Auction, Inc. (BAAA and our BSC companies), we want you to know that we are concerned from both a customer safety and business perspective about the recent developments regarding the COVID-19 virus. Our auction services and our motor vehicle repair and maintenance operation will continue to be open for business, but we have implemented some new policies and procedures for the protection of you, our customer, as well as our BAAA associates. (These policies update our earlier informational sheet, released on March 16th.) Following Governor Hogan's March 23rd announcement, we have implemented the actions which are listed below.

Effective Immediately, the following are procedures for upcoming sales during the Coronavirus situation:

1. BAAA previously implemented the practices recommended as to the types of disinfecting cleaners and products recommended by the CDC. In addition, handwashing stations and sanitizers will be available in designated areas. We would ask that you use them responsibly and remember that they are being provided to assist you with your own personal hygiene during this difficult period. These steps are being taken to protect your fellow customers, our BAAA staff, auctioneers, our dealer representatives and all of our families.
2. In accordance with Governor's Hogan's previous directive, our Cafeteria and food services will remain closed.
3. Our Administrative Building, will remain open for titling, payments, etc. Access however will be restricted as to the number of individuals who can be admitted to certain areas at the same time. While inside the Administrative Building, you will be reminded to stay within certain areas for your own protection and to help all us maintain "Safe Distances," identified by the CCD as six feet apart. We ask for your patience and cooperation.
4. The following restrictions will be put in place, effective immediately, for auction sales:
 - The Auction Portion of our Building will continue to be closed to the public. Our lots, with the exception of transportation, deliveries and pick-ups and the VEC Center, will be closed to the public. We recognize the inconvenience to you but we are not able to permit public viewing of the vehicles during the week or on sale days.
 - There will be no public sales.

- Sellers, BAAA is happy to provide representation for the sales of your vehicles. Please contact our offices to set this up-you can contact our main offices at 410.879.7950 and you will be directed to the correct person. Dealers will not be permitted to represent their vehicles on site during the sales.
- Simulcast fees will continue to be waived for Buyers and Sellers during this period.

5. Most importantly, we would ask you, for your own health, as well as that of our other customers, our associates and all our families. If you are not feeling your best, or are experiencing an annoying snuffle or cough, headache or slightly higher temperature, please remain at home. If you need assistance in titling, payments or other matters related to your transactions with us, please call us at 410-879-7950.

If you have never purchased online using Simulcast before, it is easy and we can walk you through the process to get you registered and tech savvy. Please call BAAA main line at 410-879-7950. We will have someone call you back to get you registered and setup.

We at BAAA recognize that some of these procedures will impact you as our customer, while some of them may slightly impact processing time for paperwork transactions. ALL of them will require your ongoing cooperation, as we all work through this health situation. In asking for your patience and cooperation, BAAA reminds you that these procedures are being put in place in accordance with recommendations from our public officials and are intended to protect you, our customers, as well as our own employees and all of our families. BAAA will continue to update you as changes may need to be implemented based upon directives from public health officials and any more are released from the regulatory agencies. Changes in procedures will be communicated to you either directly through email, through information on our website www.bscamerica.com and through announcements made at our business locations and postings at our sites.

Our intention is to continue our commitment to you, your businesses and our employees. We deeply appreciate your loyalty as we have done business together over many years. We want our customers to be able to Buy and Sell vehicles regularly.

We encourage everyone to call your BAAA contact or call any of us on the BAAA/BSC Teams, should you have any questions regarding BAAA or need any guidance on your auction business and re-marketing needs from us during this COVID-19 Virus Health period. BAAA values the loyalty of you, our customers. Many of you, or your businesses have been dealing with us for much of our 73-year history as an auction and remarketing business. Please understand that these policies may be updated as additional information is announced by our public health officials.

The Nichols Family and Our entire BAAA/BSC Team appreciate you, want to express our gratitude for the business that you do with us and are hopeful for everyone to have good health. Please contact us by phone or e-mail if you have any questions or needs during this period concerning this information herein provided.

With Our Best Regards to All,

Ray, Charles and Michelle Nichols, Our Families and Our BAAA/BSC Whole Team