



COVID-19 UPDATE

We are committed to protecting the health and wellbeing of our employees, customers, neighbours, and friends. Due to the declaration of a State of Emergency in Nova Scotia, Highland Ford Sales Ltd. has made the following adjustments to our operations to adhere to the necessary measures until further notice:

EFFECTIVE IMMEDIATELY:

Updated Hours of Operation:

Monday: 8am-4pm
Tuesday: 8am-4pm
Wednesday: 8am-4pm
Thursday: 8am-4pm
Friday: 8am-4pm
Saturday: Closed

SALES DEPARTMENT

- We are working at minimum capacity, and are ensuring social distancing by limiting the amount of people in any workspace area (maximum of 5 people).
- All visits to our showroom will be by sales appointment only. Please call us to make an appointment at 902-396-2020. Remember you can shop online 24/7 at www.highlandfordsales.com , and we are here to answer any questions you have!
- We will greet you with a friendly smile, but are refraining from shaking hands at this time.
- We are equipped to communicate most information (including financing details and credit applications) remotely, so time spent in the showroom can be minimized. We can also send you pictures and videos of any vehicles at your request.
- If you are self-isolating due to recent travel or exposure to the virus, or aren't feeling well, please contact us by phone or email. Please adhere to the government's restrictions. Our employees are abiding to ALL protective measures and we expect our customers to as well.
- As a reminder, we are sanitizing all surfaces and major touch-points regularly-vehicles in the showroom, vehicles being test-driven, etc. Our employees are wearing gloves, and we have lots of hand-sanitizer available in-store.

If you are looking to speak to Ford Credit or your bank in regards to your auto loan or lease, here are some of their contact numbers:

Ford Credit: 1-866-367-3111

BMO: 1-877-788-1923

CIBC: 1-877-454-9030

RBC: 1-800-269-2511

Scotiabank: 1-800-472-6842

TD Bank: 1-888-720-0075

If you aren't sure who your vehicle is financed through, please call us at 902-396-2020 and we will be happy to help find that information.

SERVICE, QUICKLANE AND PARTS DEPARTMENTS:

- We know that it is essential that your vehicle remains reliable, so we will continue to offer service to customers by appointment only.
- In an effort to protect our employees and customers, we are suspending our complimentary shuttle service, and our customer waiting lounge will be closed, effective immediately.
- If you are able, please use our key drop-off box beside the service entrance door.
- If you would like us to pick up your vehicle at your home or workplace, we will try our best to accommodate any requests.

We apologize for any inconvenience and appreciate your understanding. Please stay tuned for further updates.

-Management of Highland Ford Sales Ltd.