



## **A note to our Jenny Craig family about COVID-19 from CEO David Pastrana**

For nearly four decades, Jenny Craig has helped millions of people live healthier lives. This mission is even more critical given the current situation that our world is facing. We remain your trusted partner in your journey to a healthier life and will continue to support you as we navigate this situation together.

Now, more than ever, it's important that people have access to healthy food options and dedicated support to live a healthier lifestyle. That is why we are here to remain open for business to serve our clients through safe, remote options.

### **Here is how we are continuing to serve you toward better health:**

- Jenny Craig is shifting operations to serve new and current clients through remote options, including phone coaching and home delivery, or curbside food pick-up where available.
- Effective immediately, more than 500 company-owned and franchised Jenny Craig locations in North America will move from in-person coaching to phone coaching until they receive updated guidance from national, state and local governing agencies. While the doors will be temporarily closed to clients and the public, most locations will remain in operation to provide phone coaching and curbside food pick-up.
- Where available and permitted by state and local ordinances, Jenny Craig centers are staffed by employees and offer curbside food pick-up, where a Jenny Craig employee will carry the food to the client's car, following CDC safety guidelines and social distancing.
- Jenny Craig is also offering North American customers home delivery options where available, with free standard delivery.
- Jenny Craig at Walgreens locations will also shift operations to serve new and current clients through remote-only options, with phone coaching and home delivery.

We are regularly reviewing our plans and will update business practices as further developments occur. For more information and updates, please visit [Jennycraig.com](http://Jennycraig.com) or email us at [JennyCare@jennycraig.com](mailto:JennyCare@jennycraig.com).

Thank you for being part of our family. We are here to support you and help you stay safe.

Best Regards,

A handwritten signature in black ink, appearing to read "David Pastrana", with a long horizontal line extending to the right.

David Pastrana  
CEO, Jenny Craig