



9/30/24

Hurricane Helene Aftermath – Young Office

We want to provide an important update on how our operations have been impacted and share the steps we're taking to support you during this time in the aftermath of Hurricane Helene.

Several of our locations have been affected, causing temporary disruptions to some of our services. Rest assured, we are working diligently across all sites to assess the situation and restore normal operations as swiftly as possible.

Safety Comes First

We are incredibly thankful that none of our staff were harmed during the storm. The well-being of our team remains our top priority, and we are committed to ensuring their safety and support throughout this challenging time.

Our Commitment to You

Despite the damage to some of our offices, we want to assure our customers that our operations will continue. We have activated our business continuity plan, and our teams across other locations, as well as remote employees, are ready to assist. Here's how you can reach us in the interim:

- **Email:** customercare@youngoffice.com
- **Phone:** 888-202-0508
- **Website/Updates:** <http://www.youngoffice.com/helene-aftermath>

We are committed to maintaining our high standards of service and support during this period. If you experience any delays or disruptions, please do not hesitate to reach out, and we will work to resolve them as quickly as possible.

Young Office – Asheville

It is with a heavy heart that we share the news that Young Office's Asheville office sustained devastating damage during the hurricane and is unusable. The Asheville team will be temporarily relocated once we find a space. We have implemented contingency measures to continue serving our customers without interruption through our shared resources model with our six other locations.

Updates on Recovery

We are already beginning the process of assessing the full extent of the Asheville damage and coordinating a plan. While this will take considerable time, we will keep you updated on our progress via email, social media channels and through the website [URL](#) listed above.

We are grateful for your continued support and patience during this challenging time. Our commitment to our customers and the community remains unwavering, and we look forward to overcoming this together.

Best Regards,

A handwritten signature in black ink that reads 'Thomas'.

Thomas Young
President & CEO