



April 1, 2020

To our Valued Customers, Suppliers, Partners and Friends:

By now many of you have read the article that was posted on several websites, about Hatfield and Company, that implied that our company had engaged in price gouging.

Here are the facts:

- We were requested by a highly valued customer to provide them with a quotation for N95 masks that were available for immediate delivery.
- We inquired at several 3M authorized distributor's websites and we were told that they were out of stock and had posted 4-12 week lead times.
- Hatfield found a reseller who had them in stock domestically and would guarantee that they were genuine and available for immediate delivery, which were the primary conditions of our customer's request.
- That reseller sent Hatfield a written quotation and the terms and conditions under which he would sell them to us.
- We passed those terms and conditions on to the customer with the additional option of various payment terms to extend credit to a credit worthy customer.
- Hatfield has never stocked, sold, or supplied N95 masks, nor were we familiar with what was the historic price for these items.
- Knowing the importance to the community, profitability was the least of our concern.
- Hatfield did not mark them up excessively; in fact the profit margin was less than 3 percent. The delivered cost of the masks to Hatfield exceeds \$6.15 each.
- We have indicated that we are willing to co-operate with the Texas Attorney General's office at any time in investigating this matter.
- To date, we have not sold any N95 masks, not to this particular customer or any other customers.

Further comments:

The article implies that Hatfield is being unethical and taking advantage of a crisis. Those who know us and do business with us will vouch for our character and our concern for the community.



The writer chose to be selective in his sources, relying on unnamed competitors, information gathered unethically and on non-verifiable sources for his information, which only serve to cloud the facts, and slant the story to a desired outcome.

Innocent family members and employees are now targets for vile comments and personal threats that caused us to close one of our offices yesterday.

The writer probably does not concern himself with the fallout that his story created for the families that rely on Hatfield and Company for their income.

During a period that many other small businesses are laying off employees or sending them home without pay, Hatfield and Company has maintained our staffing levels and we are as committed as ever to serving our customers with quality products and to continue be a solution provider to the oil and gas, power, food and beverage, hospital and commercial markets.

Our industry has been greatly impacted by the current economic environment as well as the COVID-19 pandemic and we will continue to serve our customer's procurement requests as well as continue to value our employees in an ethical way.

If there is a story to be told, it should be how a writer chose to slant his article to create a villain where none existed.

No one at Hatfield is taking advantage of a crisis to increase profits, *period*.

Sincerely,

*Scott Beeman*

Scott Beeman

President and COO