



March 16, 2020

To The Joint Community:

We wanted to provide you with an update on how the COVID-19 coronavirus is impacting our business.

The priority for our organization is to navigate this climate of uncertainty by providing safety and support to our patients, doctors, franchisees and team members. Like many businesses, we rely upon trusted authorities, such as the Centers for Disease Control (CDC), World Health Organization (WHO) and local and state health authorities, to assist us in our decision-making.

We have been monitoring key performance indicators for signs of shifting behavior within our patient base, including the daily number of patient visits. While we have seen some impact on a regionalized basis, this may be a temporary reaction to heightened awareness of COVID-19. It is premature to gauge the potential impact this will have on The Joint.

As we all know, this is a global emergency that is impacting us all – consumers, businesses and governments – and we are working tirelessly to prepare ourselves to meet any challenge. We will continue to make decisions in the best interest of The Joint’s patients, doctors, franchisees and team members as we are all in this together. We also remain excited by the long-term opportunity as we pursue our mission of improving quality of life through routine and affordable chiropractic care.

Stay well adjusted.

Peter Holt
President and Chief Executive Officer

The Joint Corp.