



As always, I hope this message finds you and your families healthy and safe.

Since I last wrote, I am excited to report that we have finally begun to receive the green light to begin reopening our casinos on a limited basis in certain markets. Thus far, it looks like Louisiana will be first out of the gate with casinos reopening on May 18, however we may be limited to no more than 25 percent of our available gaming positions. The majority of our other states have announced their intention to reopen by the end of May/early June. While the amenities you've come to know and love may be somewhat limited for the time being, the ability to safely welcome back our team members and loyal guests to our properties is positively a step in the right direction, and one we very much look forward to. We will be back in touch as the specific reopening dates are established for the casino in your market.

Over the last several weeks, our Corporate and property management teams have been busy developing a set of comprehensive reopening protocols in consultation with state regulators and public health officials. As you can imagine, it will not be business as usual, as we implement significant new health and safety precautions across all of our 41 properties. Training sessions on these protocols will be provided to our team members, and you will see reminder signage about them throughout our facilities. I encourage you to visit pngaming.com/covid-19 for the latest updates on these efforts, which include:

Social Distancing

- We are installing floor decals and signage to help reinforce social distancing in areas where lines typically form;
- We are limiting seating at table games and the number of slot machines in operation on the casino floor;
- Live music and entertainment will remain suspended for now;
- Large drawings, tournaments, and special events will also be limited during reopening;
- Buffets will remain closed at most of our properties during the opening phases, and limited restaurant offerings including prepackaged sandwiches, drinks and snacks will be available at opening; We will continue to evaluate and add back offerings during later phases based on demand and regulations.

Health & Safety

- Team members will be required to wear masks while at work; guests will be encouraged to wear them as well;
- Slot machines and table games will be thoroughly and regularly cleaned throughout the day;
- We will deploy a fog machine to disinfect and sanitize our properties every night;
- Sanitizer stations – including hand sanitizer and disinfectant cleaning supplies – will be installed on casino floors and readily available throughout the facility;
- All team members will undergo a health screening each day, including temperature checks, prior to their shift.

While our properties have been closed, our management team has used this time to focus on how we can better serve all of you by continuing to work on key technology advancements, as well as reevaluating our corporate and property operating practices and structures to improve, and reimagine our casinos in a way that will enhance your experience. We are also in the process of making meaningful upgrades to expand the reach and offerings of our my**choice**® Rewards program.

In the meantime, we know how much you value your my**choice** Rewards, so we're extending your earning period to ensure you have a full 12 months to earn (or maintain) your status. In other words, you won't lose any of the perks and rewards that you've grown to love as a result of the pandemic.

Moving forward, we're going paperless with many of our communications. So, make sure to update your email address at mychoice.com to avoid missing the amazing rewards that come with being a my**choice** member. This new approach is safer for you – and better for the environment – plus you'll have quicker access to the latest updates and promotions. Remember, you can always view your offers and rewards at mychoice.com at any time. We will provide more details on the updated earnings calendar as the reopening process moves forward. As always, we thank you for helping to make my**choice** one of the best loyalty programs in the world.

In closing, our hearts go out to all those affected by this unprecedented crisis, and we applaud and are amazed everyday by the bravery of our health care workers, first responders and essential personnel on the front lines of this battle. I'm proud of the small part we're doing to support their ongoing efforts. In addition to donating more than 45 tons of perishable food items, we have donated thousands of masks, surgical gloves and hand sanitizer to local hospitals. We have also been able to leverage our properties to help in the relief efforts. Greektown Casino in Detroit, for example, has provided two floors of its hotel – almost 50 rooms - to first responders free of charge, and we've also opened up our parking lots at several of our properties to serve as COVID-19 testing sites and food distribution centers. I'm truly honored to work alongside such an amazing and selfless group of team members at Penn who have volunteered their time and energy to help those most in need in our communities during these challenging times.

Most of all, we're eternally grateful to you – our guests – for your overwhelming support, patience and understanding as we wade through these uncharted waters. While we're waiting for the green light to welcome you back, we've stayed busy supporting our team members, helping our communities and getting our properties ready. Stay safe and we'll see you soon!

Sincerely,
Jay A. Snowden
President and Chief Executive Officer
Penn National Gaming, Inc.