



March 9, 2020

Dear Valued Customer:

With recent global concerns revolving around the COVID-19 outbreak and its impact on businesses, the BranchServ team has been actively monitoring government agency channels for changes that could impact our service to you. We are currently establishing new protocol, performing due diligence reviews and making preparations in conjunction with the BranchServ DIR, and BCM plans in the event of a pandemic.

### **Service**

BranchServ technicians are in your branches regularly to attend to your bank equipment. Given their proximity to FI personnel and customers, BranchServ has implemented a protocol that dictates that technicians stay at home with any cold or flu symptoms in order to guard their own health and minimize potential exposure. Furthermore, we've instituted best practices in workplace hygiene whereby our techs are equipped with antibacterial liquid and wipes which they have been instructed to use liberally before entering your branch. The use of masks and gloves is permitted where needed.

### **Sales and Strategy**

The progression of all sales conversations and strategic initiatives is critical to the ongoing success of your business. Please note that we are virtual ready if community health issues limit face to face meetings or work from home is mandated.

### **Supply Chain**

Our leadership teams have been in communication with our core suppliers to understand the current and potential impact on their manufacturing and supply levels. As of this time, all respondents have (1) confirmed that there is no current impact on their supply chains and (2) assured us that they will keep us apprised of any changes.

In the meantime, we are in the process of building a tool that will actively monitor supplier shipment and fulfillment times. This will allow us to identify the first signs of delay and take action to mitigate potential issues including but not limited to:

- Escalating orders via the current supplier
- Identifying alternate suppliers to fulfill the demand
- Bolstering in-house repair and refurbishment programs

Our Service and Supply Chain teams are also taking steps to mitigate the possibilities of localized shipping delays by:

- Increasing warehouse safety stock and replenishment thresholds for key parts in van stock
- Fulfilling mid to long-term project related orders
- Consolidating and/or diversifying our product offerings as needed

BranchServ is committed to the safety of our customers and our employees, as evidence by this plan of action. We will continue to adhere to national and local government agency recommendations and will reach out to our stakeholders if these recommendations are deemed impactful to our relationships.

We appreciate your understanding and cooperation during this time.

Best Regards,

Tom Brennan  
Chief Executive Officer  
BranchServ, A Division of Custom Vault Corporation