



March 13, 2020

Dear Valued Customer:

In light of escalating concerns surrounding the COVID-19 (Coronavirus) pandemic, we at BranchServ wanted to provide you with an update regarding our response readiness. Again, our focus remains on preserving: (1) employee and customer safety, (2) service continuity and product fulfillment, and (3) comprehensive customer support.

BranchServ recognizes the critical role of business continuity management and disaster recovery and has established processes and guidelines with designated resources/redundancies to ensure the availability of all BranchServ business functions in the event of emergency or other disruption. We have the infrastructure in place to allow employees to seamlessly work remotely as required in order to ensure uninterrupted support in all areas.

BranchServ has designated a Pandemic Committee to closely monitor the evolving COVID situation. The team is meeting daily and implementing strategic measures to mitigate risk for both employees and customers.

To Note:

- Our hosting operations and security teams are situated to ensure uninterrupted customer access to the BranchServ Customer Portal and other resources.
- Our Services and Support organizations are distributed nationally with staff deployed in locations that best serve our customers. These employees are equipped to work from home as needed to ensure appropriate social distancing.
- The company continues to emphasize the importance of good work hygiene as indicated in previous outreach, and in compliance with CDC recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html> and provides employees with necessary support and safety equipment.
- The company has mandated organization-wide participation in a Corona Virus safety course for completion by March 18th.

In summary, BranchServ is taking all appropriate precautions and measures to help ensure that business functions and operations are uninterrupted. We will continue to respond to all customer requests with expedience and professionalism, and provide regular updates regarding situational management given the fluid parameters of the COVID-19 outbreak. Please do not hesitate to reach out to your contact at BranchServ with any questions or concerns.

Best Regards,

A handwritten signature in black ink, appearing to read 'Tom Brennan', is written over a thin horizontal line.

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