



April 3, 2020

Dear Valued Customer:

The impact of the COVID-19 pandemic is unprecedented, and the subsequent challenges to our nation are almost overwhelming. Nevertheless, the front lines – from healthcare workers and first responders to utility providers to grocers to financial institutions – continue to persevere. Their collective response has sustained the country. And those that in turn sustain them are equally critical. Everyone has a part to play during this crisis, including BranchServ. You should know that now more than ever, BranchServ is committed to being here for you when you need us the most.

BranchServ is Committed to Serving Our Customers

Banks and credit unions are Essential Businesses. Therefore, by default, so is BranchServ as we are instrumental to keeping you up and running. Even during these fluid times, we need to provide you with the service you need to remain fully functioning. As a result, BranchServ can and does operate as an Essential Business under the shelter-in-place orders recently issued in several states and under the Department of Homeland Security's essential critical infrastructure workforce list.

Notably, we understand that your needs have likely shifted, as your branches have adapted to the current circumstances. As many institutions have adjusted lobby hours or closed them completely due to social distancing mandates, the pressure has increased on drive-ups and customer-facing automation like ATMs and advanced terminals. BranchServ has subsequently geared up to specifically meet these needs with personnel and parts in place to fully address your requirements. We are at the ready to respond to your requests.

BranchServ is Committed to Protecting Our Employees and Our Customers

The health and safety of all is a priority for BranchServ, therefore:

- We continue to transition our office staff to work from home in support of social distancing. For those team members who cannot work remotely, we've added flexibility to our attendance policy. Given the structures and redundancies we have in place, this shift has not impacted the ongoing service and support we provide to our customers.
- We have enhanced our sick leave policy to encourage all employees to stay home if they don't feel well or if they need to care for sick family members, and continue to reinforce the importance of doing so.
- We continue to emphasize the importance of good work hygiene in compliance with CDC recommendations and provide all Field Service employees with necessary support and safety equipment to ensure best protection.
- We mandate Corona Virus safety training, and adherence to new office and field protocol including Social Distancing in the Branch guidelines.
- We are not forgetting 'off duty' exposure risks and are taking steps to reinforce social distancing and hygiene when off the clock.
- We have a procedure in place for the identification of any Field Service employee that may have an increased risk of exposure and are taking subsequent steps to adjust schedules and mandate self-isolation in certain cases in order to ensure the safety of all.

We're In This With You For The Long-Run

Despite the abundance of statistical modeling, none of us can truly project how long the COVID-19 crisis will last. What we do know is that our team, our customers and our communities must come together to maintain our collective health, safety and security. BranchServ has been partnering with banks and credit unions for more than 20 years to fulfill security and automation equipment and service needs, understanding that our ability to address your challenges is critical to our mutual success. We remain dedicated to being here for you when you need us the most. Thank you for your continued trust in us. We won't let you down.

Best Regards,

Tom Brennan
Chief Executive Officer
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