



March 17, 2020 - As a follow-up to our prior update and based on the information available today, we have taken steps to ensure we are prepared to continue to service and support you, our valued clients. The continuation of our services and the well-being of our employees are of the utmost priority, so, like many others, we are monitoring all updates in real time and are responding accordingly. We have been in contact with our vendors, and have been assured that they, like us, have implemented contingency plans to continue their day-to-day operations and to continue to adjust and update those plans as the situation changes.

We have already taken the following actions:

- Activated detailed contingency plans at our office locations throughout the world
- Mobilized the majority of our employees to work remotely
- Ensured our security, privacy, and network capacity exceeds demand
- Safeguarded continuity of service

We have all of the resources in place to allow us to continue to provide you with the level of service, responsiveness, and support you have come to expect from Imagine Software.

As you might expect, we have many clients taking different measures to accommodate their own businesses and employees. We certainly understand these actions and will do everything possible to support them.

All Imagine Software personnel are committed to minimizing any disruption to you and your business. We appreciate your patience and cooperation during this time of great uncertainty. Please know that Imagine Software is here for you.

On behalf of the Imagine Software team and myself, we wish you and your employees well, and look forward to meeting you *in person* when this is all behind us.

Sincerely,

Steven Harrison
Chief Operating Officer (COO)/President, Imagine Software