



March 26, 2020 Update

Over the course of the last week, Shelter-in-Place (or Stay-at-Home) Orders have been issued in many counties and states throughout the United States, with each jurisdiction defining for itself which businesses are considered “essential” and therefore exempt from the Order. Out of the four jurisdictions in which InfoSend operates (Anaheim, CA, Downers Grove, IL, Carrollton, TX and Fort Myers, FL), such Orders have been issued for all but our Fort Myers location, and InfoSend’s business has been deemed “essential” in each.

At this point, it appears clear that all states and counties will consider companies that perform mailing and financial services to be “essential” businesses. Therefore, InfoSend does not anticipate the need to cease operations at any of our facilities while these Orders remain in place.

If any changes are made to the governmental restrictions being placed on our business, or we experience any other issues impacting operational capacity or service quality, we will provide an update here. Otherwise, please read the previous updates below for further details.

We thank all of our employees, clients, business partners and suppliers for their exceptional dedication, teamwork and understanding during these challenging times. Stay safe everyone.

March 20, 2020 Update

At the present time, all InfoSend facilities are still operational due to being considered “essential”. InfoSend’s services support at least three critical infrastructure sectors, as identified by the Federal Government, including:

- Financial Services Sector
- Healthcare and Public Health Sector
- Water and Wastewater Systems Sector

We will provide an update if anything changes. Currently, the March 18 update, which is listed below, remains applicable across all sites. Please read it if you haven’t already for further details on operational status.

March 18, 2020 Update

At the present time, InfoSend’s business is fortunate to not have been materially impacted by COVID-19. The United States Postal Service and our critical suppliers are still operating and we

are not currently experiencing any significant labor shortages. This is a fluid situation and any degradation of services will be communicated to our clients and partners as quickly as possible. Should changes occur an update will be posted to our website, www.infosend.com.

InfoSend's management team has been working diligently to revise existing Disaster Recovery plans and how people do their work in light of the COVID-19 situation. Our executive team and top managers are very much engaged in this effort, closely monitoring the latest developments and engaging with suppliers and partners to ensure we have complete information and the necessary knowledge to respond effectively to the current threat. A COVID-19 Task Force including InfoSend's top managers across all departments is monitoring the situation and implementing changes on a daily basis. Highlights of recent changes and important information is provided below:

- Additional cleaning and sanitizing measures have been implemented to promote the health and safety of our personnel.
- Information about the importance of washing hands and using hand sanitizer have been distributed to all employees.
- Social Distancing protocols have been implemented at our offices. Meetings are being conducted over the phone/via the web.
- All non-essential travel has been canceled. In person meetings with clients and suppliers have been switched to telephone/web meetings.
- Health warnings continue to be communicated to our staff and trainings continue to be performed. Employees who are ill have been asked not to come to the office and any employee who reports to work exhibiting symptoms of illness is being sent home.
- All employees who can perform their job function from home and prefer to do so have already been transitioned to remote work or are in the transition process. Please note that InfoSend support representatives may return phone calls using their personal mobile phone so you may receive calls from numbers that you don't recognize.
- A small percentage of employees who could work from home but prefer to work from the office will continue to do so for the time being. This could later change if directed by government agencies.
- InfoSend's headquarters and Western Production Facility is located in Orange County, California. Per the 3/17/2020 County Order, essential businesses are allowed to continue operations. InfoSend is considered an essential business for multiple reasons, including performing mailing services and providing crucial services to government agencies.
- InfoSend's supply chain has been analyzed and there is currently no threat to our business. The majority of the raw materials and replacement parts that we utilize are either produced domestically or purchased from domestic parts depots. We are currently not experiencing issues receiving parts or technical/mechanical assistance from third party maintenance technicians. Critical partners such as Canon, Ricoh and Xerox continue to provide production maintenance support.
- Extra inventory of raw materials, replacement parts, etc., has been purchased in case of disruptions to the supply chain. Warehouses are stocked with extra paper rolls to ensure production can continue if suppliers cannot provide paper on a timely basis.
- Financial health has been audited and management has ensured that InfoSend is prepared for any potential loss in revenue due to some clients being unable to send data for processing or suspending some job types. To date, we have not experienced any material reduction in transactional print or electronic document volume, which is the core

of our business. Some clients have suspended the transmission of shut off or collection notices but the majority of InfoSend's volumes comes from statements and invoices, which clients continue to transmit. Marketing mail ("direct mail"), which is declining due to changes in the economy, makes up a miniscule percentage of InfoSend's revenue, so it has no material impact on InfoSend.

- InfoSend's production is spread across facilities located in four states that can provide disaster recovery services to each other. This has already benefited our clients as some work was transferred from one facility to another due to school closures preventing some machine operators from coming to work because they had nobody to watch their children.
- **Please note that we encourage all clients who do not currently use InfoSend's standard windowed envelopes to consider switching to them.** If you utilize custom envelopes that contain pre-printed return or remit addresses then you may experience production delays in a disaster recovery situation as your custom stock may need to be shipped from one facility to another. Additionally, InfoSend manufactures the standard windowed envelopes in-house so it is not dependent on a third-party supplier to provide them. Please contact your Account Manager if you would like information regarding the feasibility of transitioning your work to standard envelopes. Our team can check the current inventory of custom stock and determine what document design changes would be required to conform to standard envelopes.

We will keep our clients informed of any changes, or if we anticipate any issues with production, programming or support. Please reach out to your Account Manager or Sales Representative with any questions you may have or if there is anything InfoSend can do to help you during this challenging time.

Thank you,

InfoSend COVID-19 Task Force