



Updated 03.16.20

To all IntegriChain customers and users,

Thank you so much for entrusting your access data, analytics and managed services to IntegriChain. We take this responsibility very seriously, ensuring we deliver on our promise to you every day.

As COVID-19 continues to spread in the US and across the globe, I want to personally update you on precautions we are taking to protect the health and safety of our employees, their families, our customers and our communities while maintaining a consistently high-level of customer service.

IntegriChain is making every effort to ensure that the quality of the managed services, platform availability, and analytics reporting we provide to your organization will not be affected nor delayed.

Business Continuity and Platform Availability

We are fully prepared as an organization to continue to serve you without disruption. Our business continuity plans for both our technology platform and our workforce are in place and enable our team to efficiently and effectively deliver your managed services and data/analytics reporting remotely. As always, our Customer Success and service delivery teams are available to assist you.

Team Health and Safety Protocols

We have taken a number of proactive measures to limit the spread of the virus:

- We have instituted remote working for all employees through the end of March, and we have restricted non-essential business travel, including industry conferences, through the end of April to help prevent exposure.
- We are following strict quarantine rules in alignment with the most up-to-date Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) guidance.

This is an unprecedented time for everyone, but one for which we have planned. As the situation changes almost daily, we are closely monitoring evolving events and will remain up to date on the latest guidance from the WHO, CDC and state and local health authorities.

As always, we are committed to maintaining our business operations and ensuring you continue to receive the highest quality service without disruption. IntegriChain values our relationship with you, and we are committed to maintaining an open line of communication with you during this time. If you have any questions, concerns or if there is anything we can do to help you, please reach out to your account team or support@integrichain.com. Updates will be posted in the ICyte Message Center.

Sincerely,
Kevin Leininger
CEO