

Dear Client,

Like many of you, we have spent the last several weeks learning about [COVID-19](#) (Coronavirus) and how it is impacting our world. For Alert, that means understanding how it affects our employees, customers and communities and then making the necessary preparations for our work and operations.

Alert Communications has been providing its industry leading services since 1965, helping clients win new business and create lasting relationships with customers. Over time, we have supported our clients through large scale macro events, including the first and second Gulf wars, several recessions, and the terrorist attacks of 9/11. We are hopeful that the COVID-19 situation will be no different in our ability to offer additional assistance should you need it.

Should your day to day office routine change, please know that we have capacity to handle additional calls and other client communication on your behalf. We have a staff of 430 employees working to provide you resources and support.

In addition, we are working diligently to shore up and finalize our own business continuity plans. We are closely following the [Centers for Disease Control's \(CDC\)](#) guidelines and recommendations on steps to prevent the spread of the virus. More specifically, we are spending a significant amount of financial resources to enable our workforce the ability to work from home, via a remote login through a secure VPN. In the event that we suffer any direct affects to our call center our goal is to minimize potential business disruptions to our company and yours.

Thank you for your business and continued trust in us. We value your partnership. At every step along the way, we endeavor to support you through any business process disruption the COVID-19 outbreak may trigger. We will continue to update you with our plans throughout the coming weeks, but you can also reach out to our [Client Services](#) department if you have any questions.

In the meantime, please stay safe. For reference, we are including two CDC links that you might find helpful:

- [Coronavirus Disease 2019 \(COVID-19\) Situation Summary](#)
- [People At Risk for Serious Illness from COVID-19.](#)

Thank you,

Alert Communications