



Dear Valued Partners,

Over the past few weeks, it has become clear that the world is facing an unprecedented challenge. Like you, we are deeply concerned and want to do what we can to help keep our communities and our families safe and healthy. We are humbled by your loyalty and assure you we take the responsibility to our partners and employees seriously.

Our goal is to minimize the impact this situation may cause and be able to maintain the consistent and high-quality service that you always have been able to expect from our company.

Things that we currently are doing:

- We are training employees on the importance of following extensive and thorough cleaning procedures.
- We are conducting business meetings via video and phone conferencing and limiting travel.
- We have suspended any non-essential face-to-face client meetings and client/industry related events.
- We are allowing our administrative staff to work remotely if applicable.
- As this situation continues to evolve, we are monitoring and following guidance from the Centers for Disease Control and local, state and federal health officials. We will continue to follow their recommendations and expertise as we make decisions.

We recognize this is a challenging time for all and we remain committed to the safety and wellbeing of our customers and employees. We will continue to communicate as things develop and change. As always, we appreciate your partnership and look forward to it continuing in good health. If you have specific questions or concerns, please let us know.

Thank you,

Vivo Group, Inc