



Dear Client,

As an organization, Melissa has been closely tracking the spread of novel coronavirus (COVID-19) and has planned for business continuity, disaster recovery and real-time mitigation and remediation of any problems that might come up during the global pandemic. With offices in multiple countries and time zones around the world, Melissa is best positioned to ensure business continuity for our global community of customers and partners. We take our mission to serve our customers with the highest quality of service and uptime in the industry very seriously and have the SSAE/SOC 2 Type II certification for security, availability and confidentiality which ensures our controls have been audited by qualified third parties certified by the AICPA.

Melissa maintains multiple data centers, and there isn't any single point of failure in our network services delivery architecture. Multiple ISPs, switches, routers, and devices maintain failover at every level and in every location, from the access layer, distribution layer to the backbone layer. Melissa's IT staff is currently able to troubleshoot and correct problems remotely and are physically stationed around the world for timely and coordinated action to any problems that may arise. We have 20 years of experience in delivering high-performance services and maintain that commitment to every one of our clients during this intense period.

Melissa's pandemic plan is in full effect, and with the rise of diagnoses around the world, we are taking increased measures to protect the health of our employees and mitigate any risks, which include:

- Enabling work from home capabilities within impacted regions.

- Enabling communication and timely status updates from all centers in five countries.
- Deploying a company-wide strategy to coordinate the delivery of services to support customer-facing operations.
- Working with our strategic partners and co-location facilities to ensure they are scaling with their business continuity plans.
- Canceling all non-essential business travel and stopping non-urgent personal travel as well.
- Sharing best practice health tips with our team and continuing to keep them updated daily.
- Placing extra hand sanitizing stations, new rules on social distancing around our global offices and increasing the frequency of office cleaning.

We continue to assess the impact of this situation daily and are monitoring closely the advice given by regional authorities. We will provide further updates as necessary.

If you have any questions or concerns, please do not hesitate to reach out to your customer service representative or respond via email to tech@melissa.com.

Respectfully,
The Melissa Team

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