



To Our Valued Clients and Business Partners,

Bancsource is closely monitoring the evolving circumstances related to the Coronavirus (COVID-19). A dedicated task force has been created and meets to review the most current guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and state and local authorities and make proactive adjustments to our preparedness and response plan.

To ensure that you are aware of our commitment to our business customers and comfortable with our commitment to seamlessly provide the service and support you depend on daily, we will provide ongoing updates as necessary.

Bancsource Employee Well-Being

We have established a company-wide reporting process and are prepared to take immediate actions to reduce exposure to others. Business and personal travel of our associates is being monitored. We will impose a CDC-recommended self-quarantine for those who have been to affected areas.

Bancsource corporate employees are fully prepared to work from home, if necessary, in the event of an emergency/quarantine and we are experienced in managing a remote workforce.

Bancsource technicians are already working from their home. In the event of an emergency/quarantine, we are prepared to pull technicians from nearby areas to assist.

Datacenter and Call Center Operations

We maintain a network in a secure facility to provide uninterrupted service during emergencies. The Bancsource call center that you depend on for support are manned by a workforce flexible enough to operate from their home in the event of an emergency.

Business Continuity Plan

While the actual impact of the evolving Coronavirus is unknown at this time, we have proactively reviewed our business continuity plans and do not anticipate any scenario that would impede our ability to meet our business continuity obligations.

Scheduled Installations and Repair

We currently do not anticipate any impact on scheduled installations, maintenance, or repair agreements with Bancsource. If you find it necessary to make schedule changes, please contact your sales representative or national account manager.



Bancsource Partnerships and other Third-Parties

Select Bancsource operations are dependent on specific components provided by business partners. We are working closely with our key business partners to ensure they are proactively updating their business continuity plans as the Coronavirus and its possible impact evolve. We are also reviewing third parties that provide products and services we rely on to ensure they are prepared to meet their obligations to Bancsource.

Client Business Continuity Plan Reviews

We strongly encourage our diverse clients to carefully evaluate their business continuity plans based on the potential and unique impact of the Coronavirus.

Questions

While we respect the uncertainties inherent in the Coronavirus outbreak, we believe we are well prepared to respond to the possible impact with operations, a client-focused staff, and proven business continuity plans and resources. If you have specific questions about our efforts to minimize the possible impact on our clients, please contact us at sales.support@bancsource.net.