



# Service Pledge Regarding COVID-19 (Coronavirus)

Dear Valued Clients,

Thrive is closely monitoring the COVID-19 (Coronavirus) situation and guidance from the U.S. Centers for Disease Control and Prevention (CDC) to ensure the health and safety of our team members and clients in these challenging times. We remain committed to providing the highest levels of service throughout this emerging situation.

Rest assured, Thrive has designed and implemented an operational service delivery platform that allows us to fully meet all contracted client responsibilities, whether employees are located at one of our five offices or working remotely. Our network monitoring systems, hosted VOIP call management system, ServiceNow ticketing and workflow management system, and every other key service delivery component, are fully redundant and/or Cloud-based. Our comprehensive business continuity plan, which is routinely tested, covers all Thrive service delivery locations nationwide and every aspect of the service you receive from us. Thrive has begun initiating certain aspects of these plans (remote resource planning and call routing), similar to what we have done in the past relative to projected extreme weather events. Together, we're all prepared for what comes next with COVID-19.

As an additional precaution, it's also highly recommended that all clients walk through your own business continuity plans to ensure that you're adequately prepared. As your service provider, Thrive is committed to helping you navigate the inevitable technological challenges this situation may present, particularly around remote work, meetings or collaboration. Please feel free to reach out to your account management representative with any questions or concerns.

Thank you for your confidence in Thrive and your continued loyalty as our valued client.

Sincerely,

Rob Stephenson, CEO & Marc Pantoni, President