



How FlexHealth is responding to COVID19

To Our Valued Customers:

As the situation around COVID-19 (Coronavirus) continues to evolve, we are compelled to do our best to protect the health and safety of our employees, local communities, and our clients. With global well-being at top of mind, we at FlexHealth have implemented a continuity plan in order to adequately guide our teams in supporting our clients without interruption.

In our continued efforts to enable our clients to transact their businesses securely from anywhere in the world, FlexHealth has implemented a Business Continuity Plan to guide our teams in supporting our clients without interruption.

- There has been no impact to our current operations and no disruptions to our service
- Our emergency management team is in constant communication to review the latest developments and to ensure our contingency plan is operating without challenges. We will ensure adjustment if/when required
- We're expanding our "work from home" program across all our teams. Equipping team members with tools to work remotely so they can stay fully connected and continue to support our customers on a prioritized basis

As the situation and our understanding of this virus and its impact is quickly changing, we are monitoring the spread of COVID-19 and planning for all possible scenarios in the short-term and long-term. Above all else, our staff and client's safety and security is paramount.

We truly appreciate your ongoing business and trust. Together we shall work through the challenges that face us. Please reach out to us with any inquiries.

With gratitude,

