



Dear Valued Client,

As a Greensill/Finacity customer, we appreciate the trust you place in us and our people worldwide.

Given the current global environment, we wanted to take a moment and explain how we're prepared to ensure that your business needs and requirements are being met.

For years we've been enhancing disaster recovery and business continuity protocols. We routinely test work from home and remote servicing systems and work procedures so that our deliverables can safely and securely meet service levels under disaster situations. Specific to COVID – 19, we have restricted employee travel, restricted office visitors, monitor personal travel and conduct deep cleaning and office hygiene instruction to prevent the spread of viruses. A tactical corporate incident team is in place to manage and monitor the safety of our employees. We are routinely monitoring information from health experts including the Centers for Disease Control (CDC), the World Health Organization (WHO), and Johns Hopkins University as well as local health authorities worldwide. We are in constant contact with them to make sure our policies and procedures meet or exceed their guidelines.

Operations are our lifeblood. We've learned from past experience with outbreaks like H1N1 and Ebola, and have continually refined and improved our ability to protect our customers.

Transparency is one of our core values, and we are committed to keeping you fully informed as the situation evolves. We welcome any questions you may have.

Thank you for your continued trust in Greensill/Finacity.

Sincerely,

The Finacity Team