

Paymerang Addresses Growing Health Concerns

As the service provider that you rely on for your day-to-day payment automation needs, Paymerang takes our role in your business operations very seriously. To that end, we want to provide an update on the readiness actions we are taking in order to address the global Coronavirus (COVID-19) health event.

We have developed a multi-pronged business continuity plan for many types of business interruption events.

We are implementing a variety of readiness measures, including the following:

- Continuous monitoring of all health agency reports and an awareness campaign to our employees explaining the concerns and what precautions are necessary
- Expanding cleaning and sanitizing of our office
- Reduced business travel and a no-handshake policy for staff and visitors
- Cross training for all teams
- Verification of critical third-party suppliers' readiness
- Tabletop exercises to simulate scenarios and our responses
- Remote operating model training and testing, utilizing a secure virtual private network
- If forced to declare an office emergency, we are ready to vacate our office locations and continue all business operations in a remote operating model—utilizing our emergency telecommuting procedures.

We fully expect that Paymerang's service to you will continue through our preparedness plan. In the event that changes, we will communicate that to you as soon as we can.

We are committed to you as a service provider and are taking reasonable steps to support your business. If you have any additional questions, please reach out to your designated Client Account Manager or support@paymerang.com.

You can stay informed by visiting the [CDC](https://www.cdc.gov) and the [World Health Organization \(WHO\)](https://www.who.int) websites.