



Dear [insert client],

We are thinking of you and hope you and your family are well.

There is no question COVID-19 is impacting every facet of our lives. We want to assure you that Zelis is actively engaged, closely monitoring the CDC's updates and local, state and national guidance. In an effort to help mitigate the spread of the virus and in line with social distancing guidelines, we have taken the following actions to protect our associates and the broader community.

- Triggered our business continuity plans for a remote work environment, enabling Zelis associates to work remotely and continue supporting you
- Suspended all business travel until further notice

Zelis office locations are currently open with many of our associates working remotely. These initiatives are in effect through April 6, at which time we'll re-evaluate and modify our plan if necessary. We'll act in accordance with local, state and national agency direction and in the best interest of our associates and communities.

Our associates are regularly trained in the proper controls to protect client data as required by HIPAA. With our temporary remote work environment, we have taken additional measures to ensure privacy and data security.

- Associates are required to lock their computers and related peripherals in a secure location at the end of business each day. This includes all information technology systems which access, process or have custody of corporate data as well as the physical equipment itself.
- Our Information Security and Privacy team remains vigilant about external security threats. Preparation and precaution for COVID-19 activity has begun and continues to be monitored.

We are prepared to "keep the lights on" during this critical time. [Here](#) you'll find a list of our products and the actions that have been taken to ensure uninterrupted service.

For the latest legislative updates and reactions to COVID-19, follow our [LinkedIn page](#) or check [Zelis' COVID-19 page](#).

We will continue to adapt and adjust because the health, safety and wellbeing of all of us is our greatest priority. As developments and changes occur around COVID-19, we'll communicate with you directly and share updates on our [website](#) so that you can share with your team members.

Thank you for your continued partnership and trust in us. Please contact your Zelis account manager if you have any questions.

Best,

zelis

Patrick

Patrick O'Keefe
Chief Revenue Officer