



Communication Memo

To: All Valenz Customers, Business Partners and Industry Colleagues
From: Rob Gelb, CEO
CC: Valenz C-19 Task Force
Date: Friday, March 13, 2020
Subject: COVID-19 – Valenz enables business continuity plan

All Valenz Customers, Business Partners, and Industry Colleagues,

Earlier today, we met as a leadership task force and made the decision to lead with responsible urgency and begin to enable our business continuity plan and migrate our organization to a full remote status. As you may imagine, this requires much thought and coordination to ensure that we balance the welfare of our employees with our business and our customers. Rest assured, this process has a ‘tail’ on it that will extend for several weeks, however, the early actions are now in place and we are fully enabled in a remote environment for our business.

We have taken actions progressively the past week with the safety of our employees first and foremost in our mind. At 4pm EDT, the White House announced that a National State of Emergency has been declared. Our team has not had the chance yet, to unpack what this means to us fully, however, what it does re-enforce is that our decision this morning, was both proper and not overreaching.

Some of you may not be familiar with the term “responsible urgency” and so to articulate it simply it means that we as leaders, will make decisions based on available information as quickly as possible, without panic or chaos as the driver. As new information is available, we reassess and if needed course correct with the same ‘style of play’ – thoughtful, pro-active, measured and efficient.

There is and continues to be a plan and documents we are managing to ensure we smoothly execute and maintain the transition to a remote servicing team. We have no exact timeline on when this may change or when we will transition back to our brick and mortar locations. What we can tell every team member and every client and business partner is we will take actions at the right time and in the right way that will continue to protect the safety and well-being of our employees, our business partners, our industry colleagues and all of their families. This will always be done through a collaborative, ethical and transparent model of communication.

Key information for each of you to be aware of:

- We have set up a dedicated line for update messages for employees, customers and partners that will be set up by close of business today and will be posted on the website noted below
- We have our TFC19@ValenzHealth.com email fully functional for questions from employees, customers and business partners
- Our website www.valenzhealth.com will have an updated banner and ‘radio button’ by the close of business, Monday, March 16, 2020 to link our employees, clients and partners to the latest information we’ve published and provide links to other resources such as the CDC and local health departments as well as other useful information we believe to be valuable
- Our offices will officially be closed onsite, however, our office hours are not changing and the commitments to our clients remains the same
- We are working with all 3rd party business partners and associates to ensure they are aware of our plans and to understand any potential impacts of their readiness plans and actions



- Specific to our businesses, we are focused on providing the same level of superior services to and for our clients while we ensure a zero-disruption approach to all we deliver
- Our Client Services team has been meeting telephonically and virtually with every customer to provide assurance and information on our business continuity plan, our approach and identify any areas of their business where they may need additional Valenz support or services
- Our IT and infrastructure support teams have made themselves available for both internal and external customers to ensure a seamless transition and no business disruption
- As always, your client services executive, operations contacts and leaders in our business are available for any needs or questions you may have through the life cycle of this plan

Our task force is now meeting daily and continuing to stay agile and ready for additional action as the situation evolves in a very fluid environment.

We continue to recommend that everyone stay abreast of updates with their local and state health department websites and monitor the recommendations of the CDC to protect yourself and stay current on the outbreak: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>.

We've said several times, we are an organization committed to the health, wellness and safety of our employees, our customers, our industry colleagues and the members we serve. As this event continues to evolve, we will provide updates and remain transparent throughout.

We thank our employees for their tireless work effort which makes our company great and for the support of our clients, partners and industry colleagues as we navigate through this worldwide evolving situation.

A large, stylized handwritten signature in black ink, consisting of a long horizontal line that curves upwards and loops back to the left, ending in a small vertical stroke.