



With the increased concerns regarding the spread of the Coronavirus (COVID-19), companies worldwide are reviewing their Business Continuity and Disaster Recovery Plans so that they can proactively prepare in the unlikely event of a facility contamination and widespread remote work scenario.

We at IMS are taking appropriate and responsible steps to proactively prepare and ensure that our Business Continuity, as well as our Disaster Recovery Plans, address all possible scenarios. We have assembled a special task force to monitor developments to ensure that our contingency plans are in line with what needs to be done to ensure that our employees are safe while at the same time allowing us to provide the same level of service that we strive to provide daily in a seamless manner.

We believe that prevention is the key and have educated our employees as well as made the recommendations put forth by the CDC, [best practices of the Centers for Disease Control \(the "CDC"\)](#) readily available in various forms.

This is a situation that we are taking very seriously and are doing our due diligence to keep up to date on any developments daily. It is our commitment to you to continue to have timely and accurate communication as this continues to unfold on any applicable actions that we may have to take.

We thank you for your continued confidence and trust in us as your partner and service provider. If at any time you have questions or concerns regarding our preparedness, please feel free to reach out to our Customer Service team and we will be happy to assist you.

Thank you,  
Courtney Roser  
Customer Service Manager