

Dear Client,

Following on from our Prime Minister's address on 23rd March, and swift roll out of our programme to introduce 'working from home' that has now been rolled out across our IT operations and development services as well as our Client Services, we have now focused on areas of our business where it is impossible to instantly introduce homeworking and equally as difficult to safeguard our staffs needs to isolate and distance whilst conducting their work. Our UK call centre in Haywards Heath falls into this category. On this basis we have had to take the difficult decision to close our office for Voice customer services from 5.00pm GMT 24th March until further notice. We will focus energies on 'work from home' email customer services and web chat through both UK, US and Asia partners to endeavour to field this increased channel of Customer Service as a result. We deeply regret that we have had to take this decision but believe it is in the best interest in safeguarding our Agents against the growing threat of the Coronavirus in the UK.

These are indeed unique times where we are being required to take unique measures, You can be assured that we will do everything in our power to maintain key services through our core in office team and our work from home representatives as the effects of Coronavirus and attributed government advice and directives evolve.

If you would like to discuss further our BCP plans and how you can help us then please do contact your Client Services Manager who will provide help and support in these most worrying and challenging times.

With best regards,

Stuart Lacey

Managing Director Subscriptions

