

EXPRESS IMAGING SERVICES

A DOCUMENT MANAGEMENT CORPORATION

We Listen. We Care. We Deliver.

Update to our clients on COVID-19 and impact on services

March 19, 2020

Dear Valued Clients:

This evening, the County of Los Angeles along with the State of California issued orders for temporary closures of all "Non-Essential Businesses" in an effort to contain the spread of the COVID-19 virus outbreak. Please be assured that we are considered an "Essential Business" and will continue to remain operational to provide services to our clients. We have taken several measures over the past few weeks to ensure business continuity while also protecting our team members, and we expect to perform all operations from our headquarters or remotely without disruption.

We are continuing to monitor the situation with hospitals, smaller offices, and copy services in regards to delays or closures. Attached is our updated list of facility closures, which we will continue to update each day and send out to all clients.

Thank you for your continued support and we wish everyone the best during this challenging period.

March 18, 2020

While we have already sent out updates regarding the potential impacts of coronavirus (COVID-19), we do understand that clients may have additional questions and concerns about how our services may be affected during this time. We would like to assure clients that our business will remain open and we will continue to provide services. Below are some questions you may have with responses provided by our CEO:

Do you anticipate that you will be able to maintain Service Level Agreements in your contract(s)?

Yes, for the time being. We will provide updates should we anticipate changes.

Do you anticipate any disruption to your support of key technologies you are providing?

No

Are your teams able to work from home?

Yes, our team members, and specifically account managers, are already set up to work remotely should the need arise. In addition, our Operations team will be activating our back-up VOIP lines for home based personnel. Our Security and DR Team members have been placed on standby should we need to activate our Disaster Recovery Plan. Lastly, a Skeleton Crew will be used to process and transmit PHI from EIS HQ. Again, clients will be notified should we need to activate our DR Plan.

Do you anticipate mailing delays?

We are monitoring USPS and FedEx sites for any changes or updates regarding possible delays and will provide immediate updates to clients.

Do you anticipate delays or difficulties with medical providers/copy services?

We have contacted the majority of larger facilities and ROI's (Kaiser, Mayo, Cleveland, COIX, etc.) and asked that we be placed on their list of critical partners. This will allow us to get updates on any changes or delays which we will relay to clients. ***As of today, we have seen an increase in the volume of records being received via fax.***

Attached is a list of facility closures along with expected dates of reopening. We will continue to update this list each day as more information becomes available and will send the updated list to our clients.

If you have any additional questions or concerns, please feel free to contact either of the following:

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Thank you and we appreciate your continued support.