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Dear Customer,

As uncertainty increases about the effects of Coronavirus, Medisoft wishes to reassure you that for us it's business as usual, we will continue to operate normally and continue to be available to help you.

**Business as usual – practical steps taken**

- We are operating as normal and are following all the guidance and advice issued by the UK Government and Public Health England.
- We have reviewed our business and support processes to ensure we can continue to service existing and new customers.
- We have long-established remote working capabilities with all colleagues fully prepared and equipped, ensuring we can still provide a full service.
- We have reviewed our key supplier arrangements to ensure the ongoing provision of services critical to our business, particularly IT and software.

**Our people**

- Our senior management team has drawn up resource plans that will enable us to continue serving customers.
- Hand sanitisers are widely available across the business for our people to use at their desks and beyond.
- We are working closely with our landlord and cleaning contractors to ensure our focus covers all key prevention aspects of COVID-19 virus.
- We are encouraging our colleagues to follow best hygiene practices as recommended by the World Health Organisation.

We do not currently foresee any impact on the continuity of our service, but should the situation change we will notify you immediately. Although we believe the actions we have put in place are appropriate for the current levels of risk, they are in constant review.

Please note that we may ask any customer that doesn't already offer open access to their servers to ask their IT team to set this up as soon as possible, to allow us to continue delivering seamless service.

We look forward to working with you as we usually do and should you have any questions, please get in touch with your usual Medisoft contact person or call us on the contact details above.

Best wishes,

Nick Dodds  
Operations Director  
Medisoft Limited