



I trust this finds you all well and healthy in these unprecedented times. Our thoughts go out to all the families and individuals coping with this global event.

FilmTrack is committed to supporting the business continuity of our clients and partners. We have undertaken several measures to ensure the health of our colleagues and our customers as the top priority.

- We have been working remotely for the past week and will continue to do so for the foreseeable future.
- Our team maintains remote access to all systems and will continue development, implementations, and support in earnest.
- FilmTrack team members remain engaged with customers on a regular basis via virtual meeting tools like Zoom and collaboration tools like Zendesk and Slack.
- Your FilmTrack platform is accessible and we continually monitor the environment to ensure compliance with your SLA.
- Our Customer Success and Support teams are actively working with the FilmTrack community and are available to assist in any way possible.

FilmTrack is uniquely positioned to transition to this remote posture without disruption to your needs. Moreover, as a division of a healthy bank with a longstanding commitment to the community, we have the financial backing and institutional support to remain impactful for years to come.

I know we all face hardships in our professional and personal lives, but I would encourage you to use this time – if possible – to reflect beyond on our own immediate needs as we ride out this crisis. I would ask each of us to consider those less fortunate, or at risk, at times like these. I suggest we all try to make a difference, in ways large and small, during this pandemic. Perhaps that's a phone call to an older relative

who's isolated, a donation to a charitable organization, or some form of engagement/activism you can perform safely from your home. Making life easier for even one other person should be the goal. Taken together, we can make a profound difference – and continue that karmic positivity well beyond this current crisis.

Best Regards,



**Jason Kassin | CEO**

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