



PROMEDICAL IT

Dear Valued Customer,

We know you've received a few of these letters from other vendors but felt it necessary to inform you of our status here at ProMedical.

We are continuing to closely monitor the status of the COVID-19 outbreak across the United States. The situation remains fluid with updates and guidance being frequently released by Local, State, and Federal agencies. We remain open and operating under normal business hours and, as always, are here to support YOU. We have initiated our business continuity plan, with most staff working remotely to adhere to self-isolation and social distancing guidelines recommended by the CDC. Ticket and call volumes have increased as we assist practices transition to work from home solutions. However, COVID-19 has not impacted our ability to deliver services and we are working at full capacity supporting your requests. While operating under our business continuity plan, the following will remain in effect:

- Our help desk is available from **7:00 AM to 7:00 PM EST** with afterhours support available in accordance with your SLA. For our UK customers, normal business hours continue to apply.
- Our monitoring systems continue to operate normally, 24x7x365.
- We are available via the LIV app installed on your workstation, at 844-748-1437 or via email at support@promedicalit.com.
- Our specialists are operating at full capacity and ready to assist with any and all requests. All tickets and calls will be responded to under standard SLA terms.
- We are actively supporting our customers in preparing Work from Home (WFH) infrastructure by acquiring necessary licenses, making line of business applications available remotely and augmenting phone infrastructure.
- There will be expedited maintenance windows to assist customers in establishing remote access to organizational file shares, patient records, and billing tools.

If your business has not yet spoken with our solutions team on work from home contingency plans, please call or raise a ticket to discuss in further detail. **Additionally, we have a variety of tele-health partners who will provide front of que onboarding and special pricing for our customers only. Please specify in your outreach if you're interested in learning more.**

As we enter these unprecedented circumstances, ProMedical remains at your service.

Sincerely,

Daniel Livschutz, President & CEO, LIV Group