



## **KCC Update – COVID-19**

Hello,

As the U.S. and the world mobilize to respond to the COVID-19 pandemic, we are writing to assure you that KCC, a Computershare company, is up and running, and continuing to serve you and your clients.

In particular, we want to update you on some recent developments, and our response.

### **KCC is Considered an Essential Business**

As you may be aware, some states and cities have announced that only essential businesses should remain open, as a precaution against the spread of coronavirus.

KCC is considered to be an 'essential' service provider, and we therefore remain open for business.

Prior to the announcement of these orders, we had already required all staff whose jobs could be done from home to work remotely. As a result, our offices are only staffed by employees whose jobs require them to be on site, and we have implemented appropriate safety protocols.

These are temporary measures, although we do not yet know when they will be lifted. We will be watching advice from the government and will continue to communicate regularly.

### **Security Precautions to Protect Information**

We understand privacy and security are core aspects of the service we provide. We continue to maintain an unrelenting focus on data integrity, privacy and data protection, to ensure that your information is secure. Administrative, technical and physical safeguards are employed to protect your information and to ensure that it is not accessed by unauthorized persons. We undergo periodic reviews of our security policies and procedures to help ensure that our systems are secure and protected.

### **Claims Administration and Distribution**

KCC has established procedures that offer secure ways to facilitate the claims administration process. Please be assured we are fully mobilized and able to address and process all your class action and mass tort administration needs. Our proprietary



technology platform allows online claim filing, data-sampling reviews and on-demand reporting.

### **Print and Mail Facilities**

Our print and mail operations group have enacted their risk management plan, and we are continually monitoring and developing prioritization planning in the event of disruptions to our supply chain or to any of our printing facilities. At present there are no issues with any of the work we are doing for you. We will be sure to alert you immediately if there are any concerns about your printing and mailing.

### **Thank You**

We are glad that our business continuity plans have been able to keep disruption to the services we provide to a minimum. We know that the landscape will continue to evolve, and we will keep you updated on Computershare's response to changing circumstances.

Thank you for your continued support in these difficult times.