



March 25, 2020

Thank you for your continued support throughout this COVID-19 pandemic. Like you, our top priority is the health and safety of our employees and supporting our nation's efforts to control and eradicate the novel coronavirus. It is also important for us to keep our commitments to our clients who operate essential businesses, in order to protect the nation's critical infrastructure sectors that we support.

Recently, state and local governments have taken unprecedented action to prevent the spread of the coronavirus. These actions have resulted in the closure of many businesses across the nation. However, business that are classified as part of the U.S. critical infrastructure have been permitted to continue operating.¹ These businesses include financial institutions and healthcare service providers.

Due to the crucial role Harland Clarke plays in the support and delivery of critical supplies and services for thousands of financial institutions and healthcare services, we are considered an essential supply chain business and continue to operate under current state of emergency and stay at home orders recently issued in the U.S. and its territories. Additionally, many of our suppliers—including your company—are also critical to the supply chain of these essential businesses.

We recognize that, in many cases, our suppliers have the flexibility to support us from more than one geographic location and, in the event of a mandated shutdown, we would expect you to exercise this option as appropriate. It is also our expectation that in the event of a government order with the potential to affect your ability to operate, or cause you to shift operations, that you would contact us immediately with your intentions so as to provide Harland Clarke the maximum flexibility in that moment of uncertainty.

The most important thing in times of uncertainty such as this is for us to continue to communicate and provide each other with the information we need to make the best decisions for our associates and our businesses.

Warm Regards,

A handwritten signature in black ink that reads "Jana Schmidt".

Jana Schmidt
Chief Executive Officer

¹ See [Department of Homeland Security Cybersecurity & Infrastructure Security Agency – Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response, v.1.0 \(March 19, 2020\).](#)