



LEAD WITH INTEGRITY: OUR RESPONSE TO COVID-19

A graphic on the right side of the header features a close-up of a person's face wearing glasses, with the text "COVID-19" overlaid in a large, semi-transparent, blue font.

MARCH 26, 2020

Dear Valued Client:

As the world situation continues to evolve, I've been reflecting on some of the bright spots I see or hear each day. Neighbors caring for neighbors, and strangers banding together to help those who are fighting the virus on the front lines. It's truly been inspiring to see the best of humanity.

I've also been inspired by the response I'm receiving from you, FIS' valued clients.

Your partnership has been truly remarkable as FIS flexes to keep your businesses running at a time when your customers need you the most. Many of you have shared success stories with me of how well our teams are working together to meet your customers' needs. While I know our teams are working hard during this uncertain time, it's very rewarding to see their contributions recognized.

Thank you.

Since the beginning of the pandemic, FIS has focused on keeping our employees safe while maintaining continuity of our operations on your behalf. Most of our operations remain business as usual. A few have been affected by government mandates.

If we believe these evolving restrictions will potentially impact our service to you, we commit to transparently communicating this to you – while at the same time working behind the scenes to return to normal service level performance as quickly as possible.

Continue. Adapt. Rebuild.

Our partnership with you is built on the premise that your success is our success. And while business continuity is critical, we've also pivoted to help your business find creative solutions to adapt to the current business environment, or in some cases, rebound and rebuild.

In support of those goals, we're working on a digital resource center to provide insight into the solutions, services and relief assistance we can offer your organization during the COVID-19 crisis. We'll be sharing details about this site soon.

Advance and Look Forward

We are all hopeful that the COVID-19 pandemic will soon be behind us and that our

uncertainty will begin to wane.

Please know that FIS remains focused on your future. We haven't slowed our commitments to invest and build the fintech capabilities that your organization will need to grow and thrive next year and five and 10 years on.

FIS isn't standing still in this time of crisis. We're advancing and we're looking forward. Because we know you need us to.

Regards,



Gary Norcross
FIS Chairman, President and CEO



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