



LEAD WITH INTEGRITY: OUR RESPONSE TO COVID-19



COVID-19

MARCH 18, 2020

Dear Valued Client:

As the COVID-19 crisis continues, we know that we are in unprecedented times. The way we live, how we work and how customers interact with businesses is rapidly evolving. We know this amount of change and fluidity can bring uncertainty. Please know, we are in this together with you.

First, let me say our hearts go out to anyone that has been impacted by the virus. To those who are sick, we send our thoughts and best wishes for a full and speedy recovery.

Second, as a designated critical infrastructure provider who serves as the backbone of the financial and commerce world, we are committed to providing the same level of service, availability and security that you expect from FIS. As part of that commitment, we are working to ensure our employees who support you are safe and healthy.

We're Leading with Integrity to Do the Right Thing for Our Clients, Colleagues and Communities

Our pandemic plan was created for times like this. After mobilizing this plan in early February, we've continued to adapt our approach, actions and policies to support this ever-changing environment.

This means thinking outside the box to support our colleagues and run our business in the face of rapidly changing governmental guidelines and restrictions. It also means providing the tools and techniques that help our teams adapt and flourish in their new daily work environments. To do so, we've developed an office prioritization model that addresses how we handle critical sites and staff. In these locations, we have implemented social distancing to keep everyone safe while working in the office. We're also collaborating with local governmental agencies to ensure they understand the essential nature of our business so that they can provide assistance if needed.

To help you understand the breadth and depth of our preparations, we've launched a [microsite](#) where you can find a [summary](#) of our pandemic plan, a [podcast](#) on our approach to pandemic planning and a [deck](#) you can share with your board and executives.

We're Focused on Keeping the World's Economy Running

We're fully committed to the important role we play by running and operating the systems that keep the financial and commerce world alive and moving every day. As a designated critical infrastructure provider, we're extremely focused on getting our teams the tools and accommodations they need to continue to support your business, even during this global challenge.

We won't waver on this commitment.

We're in This Together

On behalf of all of us at FIS, we are committed to supporting you and persevering together in these challenging times. As things progress, we will continue to keep you updated.

We appreciate and value your business,

Regards,



Gary Norcross
FIS Chairman, President and CEO



Contact Us

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