

## ADVANCING THE WAY THE WORLD PAYS, BANKS AND INVESTS

Dear Valued Client,

Over the last few weeks, I've had many conversations with our clients and our employees on various important topics. However, it's clear that the rapid spread and rising cases of COVID-19 – the novel coronavirus – is top of mind for many.

News headlines about the pandemic have certainly been unsettling. The situation, and the world's response are evolving daily.

As a global citizen, it's important that FIS is doing our part to help stop the spread of the virus while maintaining our responsibilities to our employees and our clients.

Please be assured that the health and safety of our employees and our commitments to you remain at the forefront of these discussions.

As one of your vital business partners, I would like to share that FIS enacted our Pandemic Plan in early February. We've been continually adapting our approach, actions and policies since then as new governmental and health authority guidance comes to light. The following are some of the actions we have taken to date:

- Implementing work from home strategies, first in countries where the rate of virus infection remains high – including China, Singapore, Japan, Hong Kong, South Korea and Italy, and now more broadly where applicable.
- Performing enhanced cleaning in our locations within cities with high rates of the virus.
- Securing additional laptops that can be distributed to staff as needed to support the continuity of business.
- Conducting soft closures at major FIS centers to prepare for work-from-home requirements so we are ready when required. During a soft close, all non-critical staff are sent home for two days on a rotational basis to validate connectivity and procedures. During these soft close exercises, the sites remain open.
- While work from home is tested as part of every business continuity plan, we are testing all-site work from home for extended periods and for multiple regions.
- Postponing our upcoming InFocus client event.
- Finally, we're arming our employees with up-to-the-moment guidance and information so they can keep themselves and their families safe. We're executing

our Pandemic Plan and adopting social distancing within our facilities, requiring sick team members to stay home and restricting all employee travel unless critical for business operations and outstanding client commitments. And, to help facilitate real-time concerns, we've provided them access to our hotline for immediate action.

To help you understand the breadth and depth of our preparations, I am pleased to share a summary of our [Pandemic Plan and a podcast](#) recorded by our global head of business continuity to learn more about our overall planning process and the specific actions we have taken to help protect our employees and maintain our operations in the face of COVID-19.

On behalf of my entire leadership team and the more than 55,000 FIS employees, I commit to you that our continued actions will be responsible, clear and adaptive to the ever-changing situation.

Regards,



Gary Norcross  
FIS Chairman, President and CEO

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