



19th March 2020

Dear customers,

barely a week has passed since we informed you of our extensive measures in our Business Continuity planning regarding the Covid-19 pandemic. Now we are all facing an unprecedented global crisis which has an impact on all our families, our businesses and our society, the economic impact of which can currently only be presumed.

Therefore, we would like to inform you that the measures we have implemented are working as planned and that the availability of our software and services remains uninterrupted for all our customers. Furthermore, we are prepared for a potentially worsening situation, if, for example, a curfew is enforced in Germany. More specifically, in regards to

- **uninterrupted availability of our technical infrastructure.** We have executed a detailed stress test of our systems and processes. Our servers are designed redundantly, and SHS VIVEON employees can operate and maintain them via remote access through VPN,
- **ensuring smooth communication** with fast response times for all customers, through the increased use of digital channels and the replacement of face-to-face meetings with zoom and Skype conferences,
- **switching a large number of our employees to home offices**, reserving the safe option to allow the business process to be carried out 100% remotely by the entire SHS team,
- **focusing on health and safety** by practicing social distancing between the remaining employees in the office locations, as well as ceasing all external visits, in order to protect the health of our employees and customers as best we can.

The entire SHS team is aware that you and your businesses are facing extraordinary challenges during this Corona crisis in terms of securing liquidity and sales, as well as the identification and mitigation of financial risks.

It is our mission to ensure that you can continue to act quickly instead of having to react. We are committed to supporting our customers with the management of the current risks and to help you emerge even stronger from this time of distress, just as we did during the 2008/ 2009 financial crisis.

Please let us know how we can help you right now – be it from the home office or the office location.

You can contact us anytime at info@shs-viveon.com or you may reach out to your Account Manager.

Stay healthy!

SHS VIVEON Board of Directors

SHS VIVEON AG

Clarita-Bernhard-Str. 27 | D-81249 München
T +49 89 74 72 57 - 0 | F +49 89 74 72 57 - 900
info@SHS-VIVEON.com | www.SHS-VIVEON.com

Sitz der Gesellschaft München
Amtsgericht München HRB 118229
Ust-IdNr.: DE 189 568 168

Vorstand
Ralph Schuler (Vorsitzender)
Dr. Jörg Seelmann-Eggebert
Eva Sophie Wiesmüller

Aufsichtsratsvorsitzender
Lothar Pauly

Deutsche Bank
IBAN DE66 7007 0010 0177 7713 00
Swift Code DEUTDEMM

Commerzbank
IBAN DE62 7008 0000 0313 0289 00
Swift Code COBADEFFXX