

Business Continuity Program

COVID-19 Pandemic Summary Statement March 31, 2020

At ACI Worldwide (ACI), ensuring the continued operation of our business in the event of a significant business interruption or disaster is very important to us as well as to our customers. Accordingly, ACI has in place a Business Continuity Program to address business continuity and disaster recovery planning. By providing this statement to our customers, we hope they acquire an understanding of our process designed to enable the continuous and reliable delivery of services if an unexpected disruption of our business occurs.

Business Continuity Policy

ACI will maintain comprehensive Business Continuity and Disaster Recovery Programs. These programs consist of the components necessary to achieve ACI business objectives and meet legal, regulatory, and contractual requirements. Business Continuity and Disaster Recovery plans will be reviewed and tested on a regular basis for each business unit to ensure adequate resources, and plan components are kept current.

As stated within ACI's Business Continuity Policy, our resiliency strategy requires that plans and processes be documented, reviewed annually and tested. This strategy puts ACI in a position to minimize disruption to ensure we meet offering commitments to customers. Recovery strategies are purposely designed to address events such as a pandemic/infectious disease outbreak. Our distributed infrastructure and global workforce are two such defenses along with remote work capabilities available to all employees and secured with network access protocols.

ACI activated its Pandemic/Infectious Disease Plan in January and we continue to follow the plan, monitor, assess and take action as needed. At this time, we do not anticipate any disruption to our core operations. Executive leadership and ACI's Board of Directors are engaged in oversight of response activities. Crisis Management Team (CMT) meetings are held daily to assess this constantly changing threat landscape. The CMT communicates frequently with ACI Site Leaders and all ACI employees to keep informed of changes, and we also frequently update our internal FAQs. ACI continues to coordinate with critical third parties to assess their readiness and response activities and also to ensure they can effectively meet their obligations to ACI's customers. We have identified only one critical vendor who enacted their Pandemic Response Plan. Their status remains stable, and we continue to monitor their response.

Key Elements of ACI's Pandemic / Infectious Disease Plan

- Incident Management Team Established
- Monitoring & Situational Awareness
- Travel Considerations
- Policy Review
- Facilities Cleaning Protocols
- Site Leader, HR Business Partner, Manager Guidelines
- Employee Awareness Communications
- Third Party Vendor Engagement

Beginning in February 2020 and continuing into early March, ACI has engaged in the following activities:

- Increased Situational Awareness Reporting from all global sites
- Travel restrictions have been adjusted to align with government agency requirements, although we have since instituted ACI specific travel restrictions above and beyond those and continue to monitor and adjust as necessary. Complete travel restrictions include: China, Hong Kong, Italy, South Korea. Caution advisories have been issued for: Bahrain, France, Germany, Japan, Kuwait, Singapore, Spain, Taiwan, Thailand, United Kingdom and United States.
- In addition, ACI has restricted all cross-border/international business travel, which includes: Internal ACI meetings, attendance at industry, partner and similar events and/or conferences and non-critical customer or partner meetings. Everyone has been encouraged to utilize virtual tools or reschedule, if necessary.
- All scheduled ACI corporate events through the end of 2020 have been canceled and some customer events will be hosted virtually. ACI's attendance at third-party events will continue to be assessed.
- Visitor access restrictions have been imposed to reduce the risk of infection of essential Data Center personnel and processes until further notice.
- Guidelines were released to all ACIers, Site Leaders, HR Business Partners and Managers. Frequently Asked Questions (FAQs) have been published and are regularly updated.
- All ACI employees have been authorized to work remotely (i.e., from home) to ensure ACI can continue to support the payments that are critical to our customers' businesses throughout this crisis.
- Site Cleaning protocols have been updated.
- Site Leaders across ACI's global offices are engaged with the CMT to discuss their local situations (e.g., school closures, local government guidance, etc.), and site-specific authorizations are being made to accommodate local employee and customer needs.
- Continued assessment of critical business processes is in place. ACI is maintaining coordination with critical third parties to ensure their readiness and monitor their response activities.
- All company coronavirus communications reviewed and approved by the CMT.

ACI expects no interruption to critical business processes as a result of the business continuity actions listed above. Should an interruption occur, customers will be notified according to contract terms.

This document covers ACI Worldwide Corp. and its subsidiaries and Affiliates, including without limitation, Official Payments Corporation. All references to "ACI" throughout this document include, unless otherwise stated, ACI Worldwide Corp., its subsidiaries and Affiliates.

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