

February 18, 2021

Dear Valued Customer,

As COVID-19 continues to change how the world lives and works, ACI wants to assure you that we are remaining vigilant. We are taking necessary action to protect the payments that are critical to your business, while keeping our people safe and sustaining the health of the broader communities in which our team members, partners and customers work and live.

ACI's Crisis Management Team, including key leaders from across the company, is driving our response in line with our Business Continuity Plan, which includes detailed guidelines for addressing pandemics and infectious outbreaks like COVID-19. You can review some highlights of our response to date below.

In addition, we have created an [ACI Coronavirus Response web page](#) to keep customers continuously informed. The page also offers more detailed information about our response to date.

#### **Highlights of ACI's COVID-19 response**

- ACI has experienced no interruption of service and has no anticipated interruption of service resulting from the COVID-19 pandemic.
- Our infrastructure is resilient and distributed, minimizing region-specific risk of disruption.
- Our Crisis Management Team — including key leaders from across the company — meets regularly to ensure the continuity of our business and to support our customers and team members with the most current information.
- All non-essential employees are authorized to work from home.
- Mission-critical employees remain on site and are fully informed of procedures that ensure continuous operations.
- Our Call Center, HELP24 and Premium Customer Support teams remain in place to support you.
- Services and implementation teams remain ready to support all projects and service all customer needs remotely, if necessary.
- Our teams are actively engaging with and monitoring our critical suppliers.
- Our data centers and other critical sites have implemented extra precautions, including temperature checks, mask requirements, work zones and no visitor access.
- We continue to monitor and follow guidelines established by government authorities in the communities in which we operate.

We are confident in the ability of our systems, processes and people to continue to meet your needs as the situation rapidly evolves. In addition, we want you to know we will do whatever is necessary to ensure the continuity of your business.

Again, please check the [ACI Coronavirus Response web page](#) for additional information. You can also continue to reach out to your ACI account team members as needed. In this time of uncertainty, we want to assure you that ACI values your business and is always ready to serve you.

Thank you,

**Eve Aretakis**  
Chief Revenue Officer  
ACI Worldwide

**Raj Vaidyanathan**  
Interim Chief Technology Officer  
ACI Worldwide

**Jeremy Wilmot**  
Chief Product Officer  
ACI Worldwide