

Seattle, 26 March 2020

Dear Valued Customer,

The COVID-19 outbreak is impacting the world and impeding the lives of many people. FIAlab is complying with all government regulations and guidelines to ensure the safety of our customers, employees, and contractors, including restrictions to travel and interactions between people.

Please be advised that FIAlab qualifies for exemptions from restrictions under specific federal and state orders, and as such, our business operations are continuing.

Our prime business objective has always been to provide the best possible service and support for our customers. To achieve this objective, we are continuously adapting to the changing external conditions as they are evolving. For example, while travel restrictions are limiting face-to-face meetings, we can now provide meetings, training, and support via video conferencing.

A number of strategic suppliers support FIAlab operations, and we are in contact with them to ensure they continue critical functions to support FIAlab's business. We recognize that each customer may be impacted differently by COVID-19. If the measures outlined above are not suitable for your situation, please let us know so that we can find a solution.

We believe that during challenging times organizations should support each other to strengthen their business and long term relationships.

Kind Regards,



Henning Hasle
President