

## Update: Corporate One's response to the COVID-19 outbreak

Corporate One continues to respond to impacts of COVID-19. We remain well positioned to provide consistent, critical service levels to our members as we work together to deal with the impacts of this virus. Included in this update is information on the status of our Pandemic Plan and a reminder of our strategies to ensure you have access to liquidity should you need it.

Our Contingency Services Guide outlines ways we can ensure continuity of certain services in the event your organization is experiencing any challenges or disruption related to COVID-19. You may access this guide through Members Only, our online member portal, or by contacting our Member Experience Team at 866/MyCorp1. Be assured that we stand ready to help and support you as you work through these challenges.

Following is key information related to Corporate One's Pandemic Plan:

- The plan addresses potential threats to the ongoing service and delivery of products. It addresses the potential for employee absenteeism and the potential for impacts on our ability to continue to deliver critical service levels to our members.
- Our plan and actions are guided by potential impacts to our organization and our ability to serve our members, and we assess information from many sources including the World Health Organization, Centers for Disease Control and Prevention, and the Federal Financial Institutions Examination Council (FFIEC).

Below are updates on key action steps taken to date:

- We continue to follow our pandemic plan and have experienced no service disruptions. We have tested and validated our capabilities around having our staff work remotely, without disruption of service to our members.
- We have implemented enhanced sanitation and social-distancing protocols.
- We have suspended all business travel.
- We have implemented a work-from-home strategy for most of our staff. All departments and critical service areas are a part of this strategy.
- We have ceased all travel between our Ohio and Florida offices to reduce the risk of cross contamination.
- We have reviewed and assessed critical vendors and their ability to continue to provide products and services.

Corporate One has long followed a strategy of maintaining a strong balance sheet with a strong capital position so that we may ensure that we are ready to continue to support our members even in times of crisis. We have access to diversified funding sources, have robust resiliency plans in place, and are committed to the uninterrupted delivery of payment and liquidity services to our members.

We will continue to keep you updated through our regular communication channels and/or publish information on our website and in Members Only. As always, you may reach our Member Experience Team at 866/MyCorp1 if you have any questions.