



March 24, 2020

To Our Customers and Partners:

These are challenging times and we at Image One want you to know that our thoughts are with you and your families. We continue to closely monitor the coronavirus (COVID-19) pandemic and the guidance being provided by the CDC as well as State and local health officials.

Image One is committed to the health, safety and well-being of our employees, our customers and their respective families during this unprecedented and stressful time.

In planning for this challenging time, Image One has taken these steps to ensure the safety of our employees and customers and still bring the level of support required:

- Most of our staff is working remotely, and we are able to conduct business as usual.
- The necessary on-site staff is practicing social distancing, washing hands and cleaning/sanitizing their areas on a routine basis as guided by the CDC.
- We've limited travel to primarily break/fix appointments. Any interaction with our customers, and our customer's equipment and documents will follow the guidelines of the CDC and State and local health officials.

Image One offers a variety of content management, storing/retrieval, workflow for approvals and routing documents to desired programs, email routing, forms processing, and scanning services that can assist you in this time of working remote. In any and all of these areas, Image One is here and able to assist our customers so that they can provide the services to keep their businesses up and running as seamless as possible.

If there is anything an Image One team member can do to assist you, please don't hesitate to reach out. We're all in this together and Image One is here to support you in every way we can.

Stay safe & thank you for your understanding,

Michael Lutz
General Manager