

May 20, 2020

Dear Valued Customer,

Throughout the COVID-19 pandemic, ACI has taken a thoughtful and proactive approach focused on maintaining both safety and business continuity while protecting the payments that are critical to your business. Our efforts, including successfully transitioning all non-essential employees to work from home, are detailed on our [ACI Coronavirus Response web page](#). We will continue this thoughtful and proactive approach as this crisis evolves over time.

Recently, many governments around the world have taken initial steps to loosen their COVID-19 restrictions. Our Crisis Management Team, which drives our response in line with our Business Continuity Plan, has been monitoring the global situation closely and has developed a process for bringing our employees back to our sites when the time is right.

ACI's Site Transition to Open process is phased and flexible, allowing us to maintain safety and business continuity priorities while taking initial steps forward in compliance with the policies and regulations of the locations in which we operate. We understand you have an interest in our ongoing preparedness, and want to provide you with the following overview and a high-level [FAQ for Customers](#).

An Overview of ACI's Site Transition to Open Process

- Our process has four phases: Hard Close, Soft Close, Open: Phase 1 and Open: Phase 2. You can learn more about these phases in the [FAQ for Customers](#).
- Each site, including those housing our data centers, will move through each phase at a pace appropriate to the local situation and in accordance with government mandates.
- Multiple triggers, including changes in various government mandates, will be considered before determining if a site transitions to a different phase.
- In both Soft Close and Open: Phase 1, special measures like social distancing, increased cleaning and visitor restrictions/authorizations will be in place.
- Personal Protective Equipment will be provided on a site-by-site basis in alignment with government mandates.
- Our travel restrictions remain in place, and we are not permitting travel to or attendance at industry events.
- If local mandates suddenly tighten, we have processes in place to quickly transition sites to Soft Close or Hard Close as needed.

We successfully transitioned some sites to Open: Phase 1 status in May and will continue to transition more sites when the time is right. Relevant updates will be provided on the [ACI Coronavirus Response web page](#) for customers, and you can always contact your ACI account team members as needed.

As we—like all businesses—continue to adapt in response to this evolving crisis, we remain confident in the ability of our systems, processes and people to meet your needs.

Thank you,

Eve Aretakis
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Carolyn Homberger
Chief Risk Officer