

Dear Customers, Providers & Non-Profit friends,

As we all know, the Coronavirus (COVID-19) is a dominant topic in the news and in each of our workplaces. Optime Consulting is committed to maintaining a safe and healthy workplace for our employees and helping our customers to do the same.

We want to provide you, with an update on how our Optime Consulting "WE LEAD TEAM" is proactively activating the "Business Continuity Plan" designed to ensure our ability to continue adding value to you, your partners and strategic alliances at this challenging time.

1. Our International teams are strictly following all the CDC (Centers for Disease Control and Prevention) recommendations to protect ourselves against the ongoing COVID-19 coronavirus outbreak.
2. Following the latest global measures taken by governments to close schools and take actions in regards of the "socially distance" protocol, we have activated the **OPTIME VIRTUAL WORKSPACE** for our USA, BRAZIL, COLOMBIA & MEXICO offices.
3. Since 95% of our services are digital, we are diligently working on the continuity of all of our current agreements & services, the other 5% is managed by our operations team with renown companies such FEDEX & DHL internationally.
4. We are driven by innovation, and our commitment is to bring new "Innovative Solutions" to keep your audiences engaged and your business running in this current crisis - there will be more to come!

CURRENT & NEW INNOVATIVE DIGITAL SOLUTIONS

- **Optime Loyalty Programs**[™] – Consistently recognizing and rewarding more than 200K sales influencers in North America, Canada & Latin America
- Event Productions – **New eBrightConnect**[™], the solution service that transforms traditional events into digital gamified events
- Demand Generation with **Video2Market**[™], interactive videos to support "business communications and differentiators" with real time information.
- Recognition beyond barriers, keeping your employees engaged and rewarded while increasing the productivity of Virtual workspaces with **eRecognize.me**[™]
- All solutions digitally ready with Business Intelligence embedded, available to support your business with efficiency and proven positive ROI results.

As an international company with offices in USA, Brazil, Mexico, Colombia and teams working from other countries of the region, we take our commitment to our customers, employees and providers very seriously. That's why our way to keeping you informed about our Business Continuity plan is fundamental for our organization. Please do not hesitate to contact your Account Manager, Program Manager or myself if you have any questions related to this communication.

We appreciate the trust that you place in Optime Consulting. We will continue to closely monitor the situation and take whatever actions necessary to help keep our employees and customers safe while providing the services and solutions you need to run your business.

Sincerely,

Maria Merce Martin
CEO & FOUNDER
OPTIME CONSULTING