



March 12, 2020

Dear Clients and Colleagues:

At Battea, the health and safety of our employees, clients' and business partners' staff, together with consistent and uninterrupted continuity in services provided to our clients, are of the utmost importance.

Disaster planning has always been an integral part of our DNA. Over the years, Battea has consistently prioritized investing in a highly available and disaster-resilient infrastructure. All of Battea's operations, applications and client data are hosted remotely in Battea's two redundant state-of-the-art datacenters in Texas and Connecticut. The datacenters are highly secure facilities with low human traffic.

The Company's High-Availability Architecture is the backbone of the Company's operation. Battea's design enables our employees to instantly switch to working remotely via secure terminal-based connections. All client transaction data and all processing cycles will continue to remain centrally secure within Battea's two datacenters. All of Battea's security infrastructure and polices are still enforced at the workstation level which includes employee activity monitoring, restricted downloading of data, restricted printing, and USB device control.

In response to the developments related to the outbreak of Coronavirus (COVID-19), we effectively implemented a number of measures, including but not limited to the following specific policies and actions until further notice:

- Client meetings must take place over the phone or via video. Only in certain circumstances and under certain guidelines, will the Company consider an exception to this policy.
- All business travel has been postponed until further notice.
- A monitored, task scheduled, "Work from Home" arrangement has been entered into with the majority of our employees.
- Specific guidelines for employees visiting or working out of our offices.
- Significant restrictions for office visitors.
- Specific "stay home" or "send home" and quarantine guidelines, in the event of any signs or suspected illness in line with following guidance from the U.S. Centers for Disease Control (CDC),

the World Health Organization (WHO), and other relevant local and state authorities.

- In addition to daily scheduled cleaning services, we have added scheduled professional disinfection services, together with enhanced employee responsibility policies to help keep a bacteria and infection-free environment.

A couple of points to note:

- Battea expects to perform all services at the same level and high standards as usual.
- Battea does not process real-time orders and/or executions. Battea operates in a "historical" world and therefore has some flexibility with respect to when Client data is processed. The only exception to this is when Battea is subject to court-stipulated claim filing deadlines.
- The processing of claim awards is highly dependent on the exchange of data and documentation with the court-appointed Claims Administrators. While Battea is in constant contact with the Claims Administrators and they are indicating they have redundancy measures in place, please note that they could experience interruptions that could impose delays in the timely processing of settlements.

Settlement payouts are approved by the Federal or State Courts, where each particular case was litigated and entered into. Upon a Claims Administrator's completion of processing of all claims related to a settlement, a "Motion to Distribute" is submitted to the relevant court. In the event of disruption to the operation of a Federal or a State Court, the approval of such motion could be delayed and subsequently cause a delay in the related settlement payout.

Battea wishes for all our clients, business partners, colleagues, friends and their families to stay healthy and safe. If you have any questions, concerns, or if Battea can be of assistance with anything, please do not hesitate to reach out.

Thank You,

Peter K. Hansen
Chairman
Battea – Class Action Services, LLC