



August 25, 2020

Dear Valued Client,

I trust all is well with you. In my last communication, I shared with you a summary of our Board's assessment of how we are doing on a few key parameters – financial stability, customer service levels, workforce productivity and cyber security. As expressed in that report to you, thanks to the quality of our Client base and the commitment to safety and service of our Associates, the model used by our Board is continuing to be accurate and we are continuing to see growth (with new deals closing this quarter, including a Multinational Top 10 Global Insurer, a Fortune 500 Insurer and a Fortune 1000 Insurer), high satisfaction levels and a lower infection rate within our community. I am also happy to report to you that your managers and our leaders have worked closely and devised a backup process, with identified backups for most Associates. This process has been activated in the last four weeks (as the number of cases amongst our India Associates reached 35, of which 14 have fully recovered) and it has ensured uninterrupted service to our Clients. Finally, we have completed the final phase of the rollout of hardened devices and eliminated personal laptop usage for work.

I had the opportunity to connect with some of you over the last few weeks. I was happy to hear that many of you are seeing your businesses stay strong and your teams stepping up to provide exceptional service to your customers. Nevertheless, like us, you are also eagerly looking forward to lasting solutions, such as availability of an effective vaccine, and therefore, rooting for the hundreds of scientists and innovators feverishly working towards this goal. Recently, I was reading a news article about how drug manufacturers, UPS and federal agencies are working together to take on the extremely complex challenge of distributing seven different vaccines (innovations that are expected to pass Phase three trials) that need different storage temperatures, some as low as -112 degrees Fahrenheit, and that are targeted to reach different populations. Reading such news gives hope that lasting solutions are within sight. More importantly, such stories of ingenuity and commitment inspire us to stay positive, step up and do our part.

We are enormously proud of the strength of our Associates, especially our Associates in India. We had two reported cases (amongst our 900+ US Associates), both of who have fully recovered. In India, however, we have had 35 reported cases (amongst our 2100+ India Associates), 14 of whom have fully recovered. Many of the remaining 21 India Associates, while under quarantine, insisted on continuing to work even though our HR & Delivery leadership had a pre-defined backup plan in place. We too are doing our part, and our HR teams are extending every resource that is safely available to them to help our Associates and members of their household, contend with the virus. They are providing logistical support and moral support and are equipping our Associates with information and contacts, while encouraging them to stay positive. Our HR teams are also reporting that most impacted Associates are asymptomatic and on average, have fully recovered within approximately two weeks.

Adhering to the guidance of our COVID19 Task Force Coordinators, we are informing our Associates that they will continue working remotely at-least until January 1, 2021, and later if needed. We have also kept key contacts of our Clients' informed about this. Almost all our Clients are supportive of this decision and we are in continued discussions with the remaining Clients.

I once again thank you, on behalf of all our Associates, for the privilege of being your partner. Thank you for your time, and if you need further information, please do not hesitate to contact me.

With best wishes for your continued safety and the safety of your associates,

**Kalyan Kodali ("KK")**  
**CEO**