



Ahead of the Curve. Behind Our Clients.

*** * * FOR IMMEDIATE RELEASE * * ***

March 9th, 2020

Hello,

Many of you have contacted EFT Network expressing interest, concerns & seeking reassurance over how the emerging Coronavirus issue could impact EFTN's operations and how we are prepared to preserve a continuity of payment processing services, should the need arise.

On behalf of the business affairs and operations of EFTN, we have prepared this overview to let you know what we are doing to address this very real and increasingly serious/widespread issue.

To the extent we also rely on our downstream ODFI banking partners, please know that we have contacted them and they too have also employed similar measures to assure their continued operations and our access to the Federal Reserve & Banking/Transaction processing networks, for both our ACH & RDC/Ch21 channels.

In summary, EFTN has evolved various defenses in our 'Business Continuity Plans', to address a number of threats, including a pandemic as may possibly emerge from a more widespread Coronavirus outbreak.

These Include:

Designing our computer systems and enabling key Executive & Operational staff to 'shelter-in-place' at home, to be able to work remotely to maintain our ability to continue our payment processing services without having to actually work from or be present at our formal offices.

These include VOIP based telephone systems, Cell phone back-up, secure remote and VPN computer systems access, and more.

Notwithstanding these measures, we have also included redundancies of these staff should one or a group become unable to perform their designated role.

This intentionally includes staff in both our Columbus, OH & Tampa, FL locations...ie. these locations are sufficiently distant from our HQ offices & one another to minimize any 'local' event from similarly adversely impacting any two of our offices at the same time.

To be frank, as a function of inclement winter weather here in the northeast, from time-to-time, we have put these plans into effect when certain staff have been unable to 'get to work' due to snow or ice or other conditions....and we have proven...our systems & plans WORK!

Worth noting but likely not directly applicable as a defense against 'pandemic' per se, both of our actual HQ offices & our off-site primary & secondary processing centers are enabled with very large back-up power generators, allowing us to operate (without utility power) for 7-10 days without the need for refueling.

Our off-site primary & secondary processing centers are also enabled with fully functional redundant N+1 high availability internet access, thru multiple sources.

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As I am sure you are also preparing for your own business affairs, we here at EFTN will continue to stay informed as to how this Coronavirus issue evolves, carefully monitoring official news reports to determine whether we need to take any proactive steps or even immediate action to deploy our Business Continuity Plans (in part or in full) to preserve our ability to deliver our payment processing services.

Accordingly, we will keep you informed if there are any significant changes in our normal operational posture.

If you have any questions, please contact me.

Thank you.

Sincerely,

EFT NETWORK, INC.
Alexander R. Bacon
President/COO