



March 17, 2020

Notice to our Customers:

The entire world is feeling the impact of COVID-19 and at this time we want to assure you that we are implementing all necessary and available measures to provide for the health, safety, and welfare of our employees, customers, and vendors.

Over the past two weeks, we implemented preventative measures to provide for a clean working environment in our facility. All non-essential travel of any kind has been suspended, and we have offered for employees to work from home where applicable. We have educated, and continue educating, all Dome team members on how to reduce the spread of infection.

Dome is committed to remaining open for business and will continue to do so as required by our customer agreements. As we are a provider of health care information in California for member benefits, which is essential to those members, we do not anticipate inclusion in any potential county or state mandatory shelter-in-place provisions. We will be modifying staffing levels as needed to shadow to current demand for our services, but rest assured, Dome is maintaining business continuity throughout this unstable event and its countless unknowns.

We are working through this crisis intelligently and are here to continue providing the best possible service levels to our customers. Our top priority is the health and well-being of our employees, our customers and their businesses, our community and nation as a whole. We thank you for your continued and much needed partnership with Dome. Please feel free to reach out to me with any questions.

A handwritten signature in black ink, appearing to read 'Tim Poole', written over a circular stamp or seal.

Tim Poole

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CEO

Dome