



March 27, 2020

Dear Valued Client, Plan Member and Provider,

I want to let you know that EBA&M continues to be fully operational based on our status under federal guidelines as "Essential Critical Infrastructure Workers". We have a plan in place to continue to operate on a fully remote basis in the event further restrictions are placed on businesses in California. We understand the important role we play within the health care industry and we are committed to continuing to provide our full level of service during these challenging times.

We have also been in contact with our vendor partners regarding their ability to continue operations and we're confident that all critical partners have a plan in place to continue providing their services in the event of further restrictions.

We greatly value our relationship with you, and we are committed to doing anything we can to help you minimize the challenges you may be experiencing due to COVID-19.

Best Regards,

Brad Gossen
President