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EVERI CUSTOMER BULLETIN: CORONAVIRUS (COVID-19) RESPONSE

March 13, 2020

Dear Valued Partner:

We at Everi, just as all of you, have been monitoring the growing public health warnings and news headlines about the novel coronavirus (COVID-19) pandemic. We are also acutely aware of the impact of COVID-19 on the global markets, businesses and individuals, and recognize that many of you are similarly being directly or indirectly impacted in your professional and personal lives. We share your concerns about public health and safety, business continuity, and economic turbulence.

I want to assure you that Everi remains committed to you and your business. We are working diligently to implement protective measures to protect our employees as well as you, our customers and taking other appropriate steps to prevent disruption to our business and yours.

As a result of our existing robust IT infrastructure and cybersecurity protocols, we are well-situated to continue service levels at the same high standards that you have come to expect from Everi. Additionally, we continue to focus our development teams on creating differentiated products and services. As of today, March 13, 2020, the President has declared the COVID-19 situation a national emergency. We are continuously assessing how this declaration or any future developments will impact our business practices and will continue to update you as to what, if any, bearing this may have on our ability to provide services as the situation evolves.

Currently, we have implemented our business continuity plan, which includes the following measures:

- daily executive management meetings to discuss business concerns, including as relates to our customers, employees, and supply chain and vendors, as well as updates on governmental developments and current media reporting;
- restricting non-critical business employee travel and attendance at large group events as of March 2, 2020;



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- encouraging telephonic-, web-based- or video-conferencing to limit the number of group gatherings;
- recommending good hygiene practices and other preventative measures, consistent with CDC guidance, among our employees;
- implementing discreet work from home protocols as appropriate, as well as testing network infrastructure and overall feasibility of company-wide work from home practice during this emergent crisis; and
- preparing service protocols to disperse product parts to appropriate secondary locations to ensure availability.

As a primarily North America-based supplier, we have not had any essential employee travel to impacted regions such as China, Iran, the European Union including Italy, and have been monitoring our suppliers and inventories as well as engaging secondary suppliers to ensure that we can continue to assemble products as per customer demand.

We appreciate those who have reached out to let us know of your own business-continuity plans and health and safety measures. We may be in contact with some of you for similar information. We may also reach out to some of you to ensure we align critical needs in these difficult times.

We are in this together. In this time of uncertainty, we appreciate your partnership and your patience as we collectively navigate this dynamic and challenging situation.

Best wishes for the health and safety of your families and your teams,

Michael

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Frequently Asked Questions:

1. What products are safe to use to sanitize our Everi products?

- The Centers for Disease Control has recommended cleaning frequently-touched surfaces with sanitizing products that contain at least 60% alcohol. ([CDC - Environmental Cleaning and Disinfection Recommendations](#)) Additionally, the Center for Biocide Chemistries (CBC) has created a list of over 130 products approved by the Environmental Protection Agency as effective at killing viruses like COVID-19. ([EPA's Registered Antimicrobial Products](#))

2. Will 60%-alcohol sanitizing products impact the performance of my Everi products?

- NO. We have proactively reached out to our hardware and monitor/button panel suppliers, and they have all confirmed that such products should not degrade the performance of these parts. Further, increased frequency and rigor of cleaning should also not affect these parts.

3. Will Everi be able to service my products?

- At this time, Everi operations are continuing at “business as usual” levels, even with the implementation of our business continuity measures described above. As we are all aware, the situation continues to be dynamic and rapidly developing, but, in any event, Everi will continue to strive to provide support to your on-going operations in as timely a manner as we are able.