

Coronavirus (COVID-19)

Dear Customer,

As the effects of Coronavirus deepen across our world I wanted to update you on the work we are doing to support our customers everywhere.

All our offices are in home working mode. Our Business Continuity plans have been instigated and all services continue to function with remote working. You should see no degradation of service on our support hot lines, including our 24x7 support service.

Our R&D teams continue to develop innovation and even our consultants and training department are continuing to help customers with new implementations and upgrades albeit by way of video conferencing tools.

Over the last 2 weeks we have implemented hundreds of VPN solutions to help many customers work from home. We have provided several hundred hardware devices to help customers work mobile and helped many of our customers to move to the cloud to ensure business continuity.

This week we are launching new web-trading software to help customers rapidly implement internet trading solutions and keep trading electronically.

We are determined to be there and help you innovate and automate and evolve to meet new trading challenges.

If we can help in any way please do not hesitate to contact your personal Account Manager or the support desk.

Yours sincerely

Ian Bendelow | KCS Group CEO