



Essential Business
Payment Solutions for
drive-thru, delivery, takeout,
curbside, and pick-up.
Enabling business to run safely.

March 27, 2020

To Our Valued Channel Partners, Customers, and Suppliers:

MagTek has always put security at the top of our list. MagTek is here to help our customers continue to keep digital transactions secure during these troubled times.

MagTek is designated as an essential business and is in full operation and production. We support and supply financial institutions, gas stations, grocery stores, restaurants that deliver or carry-out, healthcare, and other businesses that supply vital services, with payment products and security services necessary to their business. Our goal is to cause no disruption in our daily work and production process, while keeping our employees safe. MagTek is closely monitoring news on the Coronavirus and is following guidelines set forth by the World Health Organization and the Center for Disease Control. We have instituted practices for:

- social distancing in the manufacturing process to keep our employees safe
- employees working remotely from home wherever possible to limit exposure
- using best practices for cleaning of facilities to maintain a healthy workspace
- educating our employees on safe practices in this time
- notifying employees and visitors if they have any symptoms to not enter our building
- limiting visitors to remain in the lobby or select spaces

Leadership is in contact with our supply chain regularly and will take measures necessary to ensure limiting delays. We know that the continuity of access to our hardware, services, and software are essential in keeping our partners and customers going strong.

We encourage our channel partners and customers to place orders as soon as possible. This will enable us to best manage and prepare our inventory, forecasting, and production.

We are prepared to expedite boarding time with applications such as QwickPAY that enable drive-thru, mobile, delivery, take-out, curbside pickup, and carry-out solutions to any businesses that may need these services. If you are in need of adding these services, please reach out to service.solutions@magtek.com for support.

Your partnership is of great importance to us, and we will continue to monitor the situation and deliver updates as warranted.

Thank you for your support at this ever-changing and trying time. We will come out of this together, stronger and better prepared for this changing world.

MagTek and Magensa - where hardware and services meet.