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**Dear Valued Customers and partners:**

With many countries on lockdown, and increased measures being taken to halt the spread of COVID-19 – Coronavirus – I wanted to reiterate the steps that Finastra is taking to ensure the health and safety of our employees, and that of our customers, partners and vendors.

We have implemented stringent guidance across the globe, consistent with the guidelines from the World Health Organization (WHO) and The Centers for Disease Control and Prevention (CDC), and are monitoring this so that we can adapt as required.

As well as introducing preventative control measures, we have halted all international travel, shifted to full remote working and put in place enhanced visitor restrictions where necessary. Finastra has fully scalable Business Continuity and Pandemic Plans in place, and a cross-functional team is working hard to ensure we do our utmost to mitigate the risk, while continuing to support our customers.

For further information relating to Finastra's response to this pandemic, please contact your Finastra customer service representative or [clientduediligence@finastra.com](mailto:clientduediligence@finastra.com).

We will keep you apprised of any significant developments in our handling of this situation. I wish you good health and thank you for your ongoing support.

Simon

**Simon Paris**

**CEO, Finastra**

