

March 19, 2020

Dear Valued Customer,

The recent outbreak of Coronavirus (COVID-19) has affected peoples' lives across the globe and has quickly swept through and impacted individuals, families, communities, and businesses around the world.

During the Coronavirus outbreak, our focus is on the safety and well-being of our employees, who are vitally important to support you and your business, as well as the communities where we operate.

Our customers' business continuity is a key priority. We want to minimize service disruptions or impacts to your business. Our goal is to offer the level of quality, responsiveness, and support that you have come to expect from First Capital Business Solutions.

Listed below are several actions that our team has taken to date to not only ensure that our employees are safe, but to continue to deliver exceptional customer service during this time. The following measures have been taken in both of our offices:

- **Our Buffalo and Rochester offices will be closed effective March 18, 2020 until April 1, 2020.**
- Our teams have moved to working remotely. This practice has enabled us to continue to give you our best services while also adhering by CDC rules for social distancing.

We will continue to watch this situation closely, react accordingly, and communicate any substantial changes with our customers and partners.

As always, please contact your First Capital Business Solutions representative should you have any questions or concerns. Thank you for your continued partnership.

On behalf of everyone at First Capital Business Solutions, thank you for trusting us with your business. We wish health and safety to you, your families, employees, and customers.

Sincerely,

The First Capital team