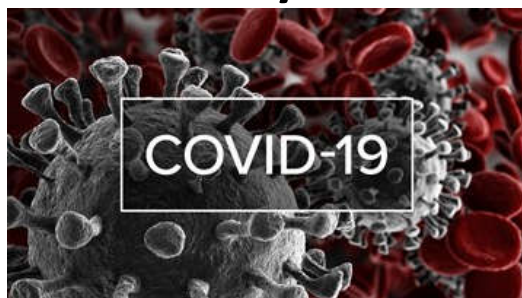


A Message to our Customers, Employees, and Community on COVID-19



We know thousands of organizations depend on Shift Connect, and we take this responsibility seriously. As we work as a community to prepare for the impact of COVID-19, we wanted to share how Shift is addressing the current situation. The health and safety of our employees, customers, and communities are our primary concern. There are several measures we are taking to ensure we manage to safely get through this fluid situation while continuing to serve our customers, partners, and employees effectively.

For our customers, Shift services and our products are fully operational, it's business as usual, albeit far from usual circumstances. Our online platforms and processes are monitored 24 hours a day, under the supervision of our globally distributed teams. Our business continuity programs were built and tested far in advance of this current situation to ensure that we could operate from distributed locations for as long as necessary.

As many of you shift to more remote work, our products can play an integral role in maintaining your business operations, paying and receiving funds, and making global payments. To ensure your commitments to employees, customers, and partners are maintained. Shift products are as accessible and powerful from home as they are from the office. If you require access to these products please contact at info@shiftconnect.com and get in touch with your relationship manager.

With our systems operating as expected, we have taken the following steps to protect the health and wellbeing of our employees and local communities:

Working closely with government authorities we will ensure employees are safe and will strongly encourage them when the time comes to work remotely. Work-related travel and event attendance have been suspended or postponed.

In addition to using our normal collaboration and communication tools, we are providing employees the equipment to ensure a comfortable and effective remote workspace. During this time, we will not be providing any courier delivery services.

For our staff whose work involves maintaining our offices, we will continue to pay and support them.

We continue to monitor recommendations from the WHO, Health Canada, and elected officials so we remain up-to-date on the latest information and safety protocols.

During this time of uncertainty, we will do everything we can to support our community. Should conditions shift, we are confident we can quickly respond to changing market dynamics, minimizing impacts to our business and disruptions to our customers and partners.

Our global support teams are available during their standard hours and through the normal channels. Our global Customer Support team can be reached at info@shiftconnect.com. We will ensure that all messages are seen and routed to someone who can help.

These are challenging and uncertain times, but we feel confident that as a company and community, we can get through this together.