



Dear Valued Customer,

I hope this letter finds you and your family healthy and well.

The past few weeks have proven to be an extremely challenging and difficult time for all of us. We find ourselves facing a pandemic that is affecting everyone's lives throughout the world. COVID-19 has impacted our businesses, our schools, our communities, and our way of life.

Social distancing practices and government issued stay-at-home orders have forced our communities to stay apart from one another. Although we can't be close by to lend a helping hand, we are finding different ways to show our love, our support, and to help others.

Stenograph has been supporting stenographers for over 80 years. Our country has seen several wars and economic crises during this time, as recently as the 2009 economic crisis, but through all of this, one thing has remained constant, our support and dedication to the court reporting and captioning industry. We will continue to be here, even during this pandemic.

Today, Illinois is under a stay-at-home order, but due to the critical nature of our business, and in order to do everything possible to minimize any impact to your productivity, our team is working for you. Our assembly and service teams have been provided personal protective equipment, for their protection and yours, while they continue working at our Elmhurst manufacturing facility to fulfill orders and service writers. Our sales, customer service, and technical support teams are working remotely, around the clock, and taking calls to provide you with the information you need. Our sales and marketing teams are working to quickly roll out online training courses for our customers that could help you work remotely and make you more productive and efficient during this time of crisis. We are also putting together special product bundles and deferred payment offers on key products, such as professional writers, CaseViewNet, and Cloud Session Codes to help stenographers work remotely. In addition, we have reduced reinstatement fees for CATalyst Edge contracts.

We understand that our customer base is facing unprecedented closures and work shortages during this crisis. We are working hard to help ease that pain. We are in this together. We are here to take care of our customers. The strength to emerge from this pandemic will come from us working together. We will recover and we will come out stronger.

Please stay safe,

Anir Dutta

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