



April 27, 2020

Dear Stenograph Customers and Partners,

As you may have heard, on Thursday, April 23, Governor J.B. Pritzker extended the Executive “Stay-at-Home” Order (“Order”) for the entire state of Illinois, which requires all citizens, to the extent possible, to stay at home and for “non-essential” businesses to close. The Order went into effect on Saturday, March 21, and is now set to expire on May 30.

Because we are a critical supplier for legal services, the courts, government and media, Stenograph is categorized as an “essential business.” As such, we will continue to operate to safeguard the interests of our customers and maintain production, supply and service.

In these unprecedented times, our employees’ health and safety remains our highest priority. Therefore, we wanted to let you know how Stenograph is responding to this Order and how your experience may change:

- Customer Service, Technical Support and Sales will continue to work remotely and will support you with all inquiries that you may have.
- Production and Service teams will work in staggered shifts in order to allow for enhanced social distancing. Stenograph will continue to perform regular environmental cleaning and will provide Personal Protective Equipment (“PPE”) to all employees who are required to be on-premises.
- The following services may experience minor delays until the Order is lifted:
  - Shipment of any orders received on or after March 20, 2020
  - Writer repairs and service
  - Loaner shipment
  - Product returns

We thank you for your patience and understanding during this time. We are all in this together and will continue to support you to the best of our abilities during this international emergency.

Please stay safe.

Respectfully,

***The Stenograph Team***