



Dear Traumasoft customer,

First and foremost, I want to extend our sincere appreciation and gratitude for all of the hard work you are doing during these uncertain times. Traumasoft's workforce consists of EMTs, paramedics, fleet mechanics, billers, administrators (and developers) with hundreds of years of combined experience, and we understand the heroic and critically essential work our pre-hospital personnel are providing during this crisis. We are privileged to be serving nearly 250 agencies around the world, and we stand ready to help in any way we can.

Earlier this week, we rolled out new features related to the COVID-19 crisis based on feedback from NEMSIS and directly from our customers. We will continue to monitor State and Federal authorities for the latest updates and respond appropriately. In the face of the current crisis, we encourage you to let us know if there is anything we can do to assist you and your staff.

In closing, we have taken all necessary steps to ensure that our staff is safe and protected to make sure we are here for you when/if you need us.

Sincerely,

**Brian Balow, Founder & CEO**

