
Coronavirus Readiness

1. **Does your organization have a pandemic plan to respond to and recover from mass absenteeism events, such as the Coronavirus (COVID-19)?**
 - a. *Yes, Billing Solutions, Inc. has a documented Business Continuity Plan (BCP); see pages 7-28 [BSI Policies](#), which ensures 100% Network uptime with mirrored Data Centers located; linked via a pipe, in Chicago, IL and Miami, FL. Our Data Centers are purposely geographically placed in the event of such disasters.*

2. **Do you have contingency strategies that include transferring work and work remote capabilities associated with the following scenarios to ensure your support is uninterrupted during a pandemic event?**
 - a. *Yes, Billing Solutions, Inc. Business Continuity Plan (BCP)); see pages 7-28 [BSI Policies](#), ensures 100% Network uptime.*
 - b. *Client support duties are split between Baltimore, MD and Newport, RI with additional backup support being provided in Chicago, IL and Miami, FL.*

3. **Has your organization taken precautions to mitigate the spread of COVID-19?**
 - a. *Yes, Billing Solutions has rolled out mandatory work-from-home policies to mitigate the spread of Covid-19.*

4. **Do you have procedures for communication with users of www.bankvod.com and essential staff if you incur an impact within 24 hours?**
 - a. *Yes, Billing Solutions, Inc. will follow our Business Continuity Plan (BCP)); see pages 7-28 [BSI Policies](#).*

5. **For employees that may have had exposure, have steps within your organization been taken to quarantine them for a specific duration?**
 - a. *N/A. Billing Solutions was ahead of the curve when we rolled out our mandatory work-from-home policies to mitigate the spread of Covid-19.*

6. **Is there currently an impact to any of your organization's locations? If yes, describe which recovery strategies your organization has activated and the effectiveness.**
 - a. *No, Billing Solution has not experienced any impact to any location.*

Should you have any additional questions or concerns please do not hesitate to contact me direct.

Sean Dunlea

A handwritten signature in black ink that reads "Sean Dunlea".

Billing Solutions, Inc. - President / Co-Founder
630-483-4224 - Direct