



To our Valued Clients and Partners,

March 23, 2020

First and foremost, we hope that everyone is safe during these challenging times. We opened our doors in 1996 with the goal of providing the best products and solutions to our customers that make the world a smarter safer place. We are fully committed to this mission and to keeping you and your client's facilities and personnel safe and secure during these trying times.

We are fortunate that our company is financially strong and we will come through this. As a company we are adjusting to the quickly changing recommendations and mandates from the government and felt it was important to keep you informed on where we currently stand.

- **Office Staff** – Our office teams have been working remotely and will continue to do so for the foreseeable future. Emails and phone calls to our offices are uninterrupted and our team will respond immediately to support your questions and direct all inquiries to appropriate staff. We will also be conducting several webinars to keep you informed of product updates, so keep an eye out for those.
- **Operations** – The majority of our sales, support, design and engineering teams are also working remotely very effectively. They have access to all details of your accounts including orders, support status, deal registrations, etc. and are here to support you.
- **Manufacturing and Distribution** – We absolutely understand the mission critical importance of the systems that we manufacture for our valued customers and IPVideo Corporation is here for you during the Coronavirus pandemic. We are considered an Essential Business and will continue operations throughout this crisis. The good news is that we currently have product inventory at our manufacturing facilities and distribution partners and are working closely with all to ensure current order fulfillment. We do however strongly recommend ordering product for your current or upcoming projects in advance as we expect there may be intermittent supply chain shortages that may affect our ability to continue to meet the increasing demand for our products.
- **Other Services** – In addition, we have virtualized the training services being offered by True Security Design including, Anti-Vaping, Concealed Weapons Detection Best Practices, Active Shooter, Police Interview and Interrogation and De-escalation Training. Please reach out to our team for more details.

As always, health and safety of our employees, our customers and partners is always a top priority and we are committed to taking all measures to help slow the spread of the virus and seeing a return to normal, or the new normal, as soon as possible. We truly thank you for your continued trust in IPVideo Corporation and extend our genuine hope that all of you, your families and loved ones remain healthy and safe.

David

David Antar,
President