



## Protecting Our Partners | An Update from AURA Identity Guard

### Dear Partner,

As the COVID-19 pandemic escalates, we at AURA, along with the rest of the world, are closely monitoring this dynamic situation. I wanted to share with you how we are protecting our valued partnership and shared customers while prioritizing the health and safety of our communities, employees and business.

As North America began experiencing heightened concerns, we quickly initiated a regular cadence of communications among our Senior Leadership Team, Advisory Council and Board of Directors to align on a series of precautionary steps that support our customers, partners, employees and the communities in which they live and work. Actions taken to date include:

- Following the guidance of the U.S. Centers for Disease Control (CDC), we performed routine environmental cleaning of common spaces and surfaces, including lavatories and dining areas, and provided hand sanitizer in multiple locations to encourage hand hygiene;
- We emphasized diligent and consistent washing of hands, limited touching of the face, respiratory etiquette, and self-distancing;
- Strongly encouraged employees to stay home if unwell, and to seek medical attention if needed;
- Suspended all business travel, and have recommended employees limit personal travel;
- Out of an abundance of caution, and despite no reported instances of employee illness, implemented mandatory remote work, effective March 12 through minimally April 6, 2020; and
- We rolled out new telework technology to all staff to ensure best-in-class video conferencing capabilities. In fact, we suspended access to offices to ensure employees adhere to our temporary telework policies.

We will continue to work thoughtfully and conscientiously despite the disruption and uncertainty COVID-19 brings to our daily lives. Following the guidance of the CDC and other federal and local authorities, we will act swiftly in consideration of the well-being of our shared customers, employees and their communities. Our commitment to you is that we will navigate this situation with agility and flexibility as conditions evolve to continue delivering the best customer experience possible.

Together, we will get through this unprecedented moment in time. As always, thank you for your continued partnership and trust in us.

Should you have any questions or concerns, please contact your Partner Solutions Manager.

Thank you,  
Hari Ravichandran

CEO



## Frequently Asked Questions

QUESTION

**Will supply chain impacts from the COVID-19 disease disrupt AURA Identity Guard’s ability to provide support, products or services? If so, please provide potential known impacts.**

No, we do not expect any supply chain impact.

QUESTION

**Will travel bans from the COVID-10 disease impact AURA Identity Guard’s ability to provide support, product or services? If so, please provide potential known impacts.**

No. We have sufficient personnel to provide all necessary support. As of March 12, 2020, we are operating under our Remote Access policies and practices.

QUESTION

**Will self-imposed distancing or government-imposed mandates impact AURA Identity Guard’s ability to provide support, products or services?**

Yes. We expect low-to-moderate disruption caused by self-imposed distancing or government-imposed mandates. Having reduced staff and/or a portion of our workforce working remotely for extended periods of time may reduce levels of responsiveness in call center support and/or development team bug/fix times. As a standard practice, we maintain a comprehensive Business Continuity Plan as well as a Disaster Recovery Plan. Both are reviewed and updated no less than annually, as appropriate, and include planning in the event of a pandemic. To pre-emptively prepare for the potential low-to-moderate disruption we anticipate associated with COVID-19, we are actively preparing contingency plans including but not limited to Call Center Preparedness to ensure minimal disruption to our business, our service and our partners.

QUESTION

**Are remote working/telecommuting infrastructures ready to securely facilitate employees, consultants, or contingent workers providing support, products or services?**

Yes. We maintain secure, remote working/telecommuting infrastructure support as part of our normal course of business.

QUESTION

**Have you tested your Business Continuity Plan or Disaster Preparedness Plan in the past 3 months?**

As a standard practice, we maintain a comprehensive Business Continuity Plan and Disaster Recovery Plans that are reviewed and updated no less than annually. We also conduct testing of both our Business Continuity Plan and Disaster Recovery Plan annually. Our last testing exercise for both plans was conducted in September 2019.

QUESTION

**Is there any additional information you’d like to share about efforts at AURA Identity Guard to mitigate risks associated with this event? Do you have additional concerns related to this event?**



We do not anticipate any material disruption in our ability to provide and service our customers and/or partners. As an identity theft and cybersecurity company, most of our benefits are provided and accessible via online channels or electronic transmission which are not expected to be disrupted. We recognize the potential for low-to-moderate disruption caused by self-imposed distancing or government-imposed mandates. Having reduced staff and/or a portion of our workforce working remotely for extended periods of time may reduce levels of responsiveness in call center support and/or development team bug/fix times. As a standard practice, we maintain a comprehensive Business Continuity Plan as well as a Disaster Recovery Plan. Both are reviewed and updated annually, as appropriate, and include planning in the event of a pandemic. To pre-emptively prepare for the potential low-to-moderate disruption we anticipate associated with COVID-19, we are actively preparing contingency plans including but not limited to Call Center Preparedness to ensure minimal disruption to our business, service and partners.

QUESTION

**What precautions has AURA Identity Guard taken to mitigate the spread of COVID-19?**

As instances of COVID-19 (coronavirus) were reported domestically, we informed staff of best practices per the U.S. Centers for Disease Control (CDC) which included diligent and consistent washing of hands and limited touching of the face as well as self-distancing. Further, we encouraged employees to use their best judgment in the event they were not feeling well (or to seek professional medical assistance). Our offices also implemented increased daily cleaning of commonly used common spaces and surfaces including lavatories and dining areas. We have since implemented mandatory remote work effective March 12 through April 6, 2020.

QUESTION

**Is there currently an impact to any of your organization's locations?**

To our knowledge, we currently do not have any diagnosed cases among our teams or their immediate family members to date.

QUESTION

**For employees that may have had exposure, have steps within your organization been taken to quarantine them for a specific duration? If yes, for how long?**

In the event an AURA employee has been exposed to/contracted the coronavirus, we will follow the guidance of the appropriate federal and local authorities as well as major relief organizations to coordinate response efforts.

QUESTION

**How will partners be notified if your organization is impacted and/or activates your organization's pandemic response plan?**

We do not anticipate any material disruption in our ability to continue to provide services to our customers and/or partners. As an identity theft and cybersecurity company, most of our benefits are provided and accessible via online channels or electronic transmission which are not expected to be disrupted. Your Partner Solutions Manager will notify you directly should AURA's pandemic response plan be activated.