



## Note from Executive Leadership

As President of the Intermedix Preparedness Division, I would like to share some important news about our progress on the journey to becoming the independent company known as Juvare.

**We are almost there!** Positive change is in the air and spirits are high as we get ready to complete the transition. During this period and really, always, we are committed to providing the valuable solutions you depend on, as well as great client support. To do this, we believe in full transparency about technology changes and issues—even when the news might be inconvenient.

Over the past week, you may have received one or more notices related to system maintenance and performance issues. We have been performing necessary technology updates in preparation for a larger network switch, which is scheduled for **Wednesday, May 2, 2018**.

This final push tomorrow will migrate our solutions to the **Juvare domain**. We do not expect any issues, however, there is a possibility that you could encounter interruptions, such as:

- See security warnings
- Not be able to access or log in to your solution
- Notice delays in data processing
- Encounter disabled integrations

Please report any issues as soon as possible so that we can address them in a timely fashion.

We apologize in advance for the inconvenience. We are making these changes because we are confident that they represent a significant step towards establishing our world-class technology infrastructure, which will strengthen our ability to meet your needs through the solutions and support you receive from Juvare.

We value your input and ask that you contact the [support center or your client success manager](#) with any questions or feedback.

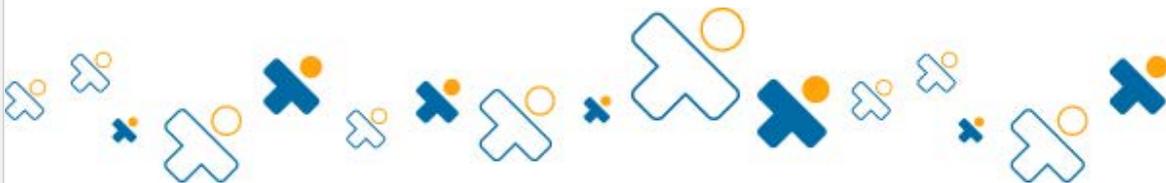
Thank you for being a valued client.

Best regards,

**Robert Watson**

President

Intermedix Preparedness Division, soon to be Juvare



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