

Dear Clients,

Due to the seriousness of the coronavirus / COVID-19 situation that exists in our country and pandemic, IBSCY Ltd is taking all the necessary actions as to keep the business intact during these difficult times.

First of all, we would like to wish a speedy recovery to anyone in our community who may be affected by the coronavirus.

As one of our core values, the health and well-being of our employees and our customers are our top priority. Setting as a baseline the health guidance provided by WHO and our government, IBSCY Ltd is taking precautions in order to protect you and your families, our employees, associates and our community. We placed restrictions around travelling, client meetings, face-to-face contact with suppliers, cancelled our events and setting up remote working plans.

IBSCY Ltd has set in place a virtual system in order for our employees to work from home and be able to collaborate with each other. In this way, we fulfil our social responsibility to prevent the virus from spreading, while simultaneously safeguarding business continuity to support our customers.

All our business departments are operating as normally, where all customer support incidents and phone calls are directed to the person in charge and face-to-face meetings are now being conducted via conference calls. Please note that service delivery will be carried out extremely carefully and in accordance with all hygiene rules. We will continue with these new working procedures until further notice.

We are trying our best to continue operating without any distractions and to deliver quality customer service as always. For any help or questions, please do not hesitate to contact us.

Thank you for your understanding and cooperation.

Best regards,

IBSCY Ltd Team

