

Dear Customers,

We're in the midst of a challenge that is impacting each one of us. The outbreak of coronavirus (COVID-19) is above all a health crisis, and as such, we hope that you, your families, and communities are doing what's necessary to stay safe. Our thoughts and prayers go out to those who have been directly affected by the virus and to the health care community working heroically to help us all overcome it.

At Verisk, we remain laser-focused on two priorities as we deal with the pandemic's impact:

- Protecting the well-being of our teammates;
- Providing uninterrupted great service and support to our customers.

As we continue to take the utmost precautions for the safety of our employees and their families, our mission critical Network Operations Centers remain staffed 24/7 and follow intense safety protocols. Employee and Customer Help Desks and Support Centers, like the rest of our employee population globally, have gone entirely virtual, leveraging connectivity and business continuity plans we put in place without ever imagining they would be tested to the degree they are today.

On a daily basis, we are reviewing our operations, and I am pleased to report zero interruption in our customer-facing operations. Given the digital nature of our business and our recent strong moves toward cloud enablement, I expect us to remain operationally stable and fully available to our customers. Please see this [Verisk business continuity overview](#) for our approach to planning and operations at this time.

Verisk at its root is about harnessing large data sets in complex environments, in order to deeply understand and predict causes and effects. And so, analysts across Verisk are engaged in tracking and modeling the potential spread and consequences of the virus, along with devising service options to help cope with the possible fallout. To see the latest Verisk updates on this unfolding event, please monitor our [COVID-19 Updates and Resources](#) web page. The site will provide you with the latest industry reports and interactive projections from our scientists and business experts.

Our mission at Verisk is supporting your success. We remain operational and available, as we were before the COVID-19 event began. Please call on us if there is any way we can be of support, big or small, customary or unusual, in this moment.



Scott G. Stephenson
President, Chairman, and CEO
Verisk Analytics

Matt Moshiri
President
Verisk Maplecroft