

Subject: COVID-19, our response and preparedness

Dear Valued Customer,

The past few weeks have been unprecedented, with the Novel Coronavirus (Covid19) becoming a global pandemic and country after country going into lockdown. I hope that you, your family and colleagues are safe during this difficult moment in world history.

Our commitment to you

We continue to deliver best in class opinions, insights and analytics to our clients global pandemic by leveraging our high quality talent and technology. Times like these are a test of resilience, and we continue to stand ready to meet your business needs. Our commitment to highest standards, analytical rigour and accountability is, and will continue to be, the foundation of everything that we do. Even in such difficult times, our employees and teams are determined to ensure business continuity.

Looking out for our employees

Some of our offices are located in cities around the world that have seen cases of Covid-19 on the rise over the past few weeks, and we have taken important steps to secure their well-being. Consequently, we have moved many of our teams to a remote work / work from home environment to ensure business continuity. As we do this, we are closely tracking control measures to ensure information security.

Guided by government advisories, and in keeping the safety of our employees in mind, we have suspended all non-essential travel, including participation at events. We have also taken additional measures to ensure our teams are able to stay connected with each other and with you during this time to ensure business continuity. Given the social distancing imperative, our teams are increasingly relying on virtual means to remain connected to you.

These are just a few of the many steps we have taken to protect our people as we continue to meet your business needs.

Global economy – our thought leadership

We also know that you are keen to understand the impact that Covid-19 is having on the global economy and the financial markets. Our analysts, economists, and researchers are covering these developments, and we have published our research on our [website](#).

For additional perspectives regarding impact on global markets, please refer to research published by S&P Global on its [website](#).

Thank you for your continuing support and understanding, and importantly for trusting us with your business needs. Please do not hesitate to reach out to us.

Stay safe and well.

Warm regards,

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