



VITAL effect

WEB SOLUTIONS

Hello,

We know that organizations and individuals all over Canada depend on Vital Effect and our network. We wanted to send you a personal note to let you know how Vital Effect is dealing with the Coronavirus emergency.

First, the health and safety of our employees and customers is our top priority. We have implemented a number of sensible policies to this end, including but not limited to:

1. all of our employees are working from home
2. we have cancelled all in-person meetings at this time
3. sanitization processes have been arranged for any mail sent to us

We are paying close attention to the instructions provided by the Federal Government and Provincial Governments, and will follow their directives accordingly.

Currently we are receiving an influx of support requests due to the current circumstances we all find ourselves in. We want to ensure you that we are still available for support and we are still working on the maintenance and upkeep of our services.

However, because of the current influx of requests we would like to ask you to contact our support sparingly so that we can provide help to all of our clients. We also ask for your patience and understanding if you experience a slightly longer support response time. As always we can be reached at support@vitaleffect.com.

The healthy functioning of our economy depends on work continuing to get done and communication between businesses and clients to remain open. We at Vital Effect will continue to work diligently to ensure our services continue to function.

To close off, we would like to thank you for being a Vital Effect customer. These are challenging times but we want you to know that we stand ready to help however we can. We understand the critical role we play in communicating to your clients and citizens, and we are continually humbled by the trust you place in us. Together, we can get through this. We are trying our best to stay healthy and stay positive, and we wish the same for all of you.

Your Vital Effect Team