

## M3 UNIQUELY POSITIONED TO HELP CUSTOMERS IN TIMES OF UNCERTAINTY

In light of the recent developments of COVID-19, we would like to assure you that M3 is firmly positioned to continue delivering industry-specific technology and white-glove service and support to our 900+ customers and their 6,000 properties.

Because M3's solutions are delivered via M3's private-cloud, properties, owners, operators and third-party managers can conduct business as usual either from their office or, if necessary, remotely. Our customers have relied on the consistency of our web-based delivery through hurricanes, tornadoes and now pandemics, which have the potential to be operationally crippling for organizations that rely on office-based personnel and on-premises infrastructures.

As an organization, M3 has the ability to have an entirely remote workforce and still manage all systems at current levels. We have verified all internal systems and critical functions at M3 can, and will, remain operable. Our data center and partners, such as Microsoft, are also able to fully support our business and yours.

M3 is a unique technology provider as we can also support you with outsourced accounting and back-office financial support through our Professional Services Division. If staffing, service delivery or scalability is taxed due to COVID-19, contact us and let us know how we can help.

In the last few weeks, we had already implemented measures to protect our employees in adhering to the early advice and guidance from the CDC as well as local health authorities. We encourage our associates to work from home when appropriate or necessary and remain diligent about sanitizing workspaces and promoting healthy habits in the offices. Our employees are the most critical part of our business and our customers are our primary focus, so we will take all necessary steps to avoid complications.

We want you to know that we are here for you and will do everything we can to support your business. We encourage everyone to make themselves aware of CDC updates regarding COVID-19, [here](#). Please check back often for new information at [help.m3as.com](http://help.m3as.com). If M3 makes significant changes to our standard work procedures, we will provide updates there.

For those of you that are already part of the M3 Customer Family – thank you. For those that have yet to make M3 a part of their accounting, financial and operational organization, we are here for you too. Give us a call.