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March 17, 2020

To Our Valued Customers and Partners:

As a valued AFL customer, I want to personally provide you with an update about the impact of COVID-19 and the steps our Company is taking to ensure business is continuing uninterrupted during these challenging times.

Our top priority is the health and well-being of our associates and families, customers, and the general public. Consistent with recommendations from multiple public health agencies, we have eliminated all non-essential travel and implemented policies across our facilities to minimize the potential for virus transmission.

We have taken several steps across all parts of our organization to identify and mitigate risks that might impact our ability to continue our operations.

Some of the recent steps that we have taken are:

- We currently have many of our associates working remotely, and with current technology that is available, there should be no disruptions in their daily support of our business and your needs.
- Our production facilities are operating. We have made some staffing changes to mitigate the spread of the virus. Our operations teams are following guidelines for social distancing, washing of hands, and cleaning of work areas daily.
- Supply chains have been strained with the outbreak, but we were able to get in front of many of these issues that have proven beneficial. We are in a good position with our supply chain.
- Field support and service teams are operational, but with the current travel restrictions this is creating some disruptions. We will continue to provide support remotely as required.
- We have also temporarily limited visitor access to our facilities.

We also recognize that the global information network is, now more than ever, a critical piece of infrastructure connecting family members, friends, employees, and businesses. We are privileged to have the opportunity to serve the many organizations responsible for maintaining these networks. We take our responsibility to support you in these efforts very seriously. Our business continuity plans prioritize those aspects of our business that are most critical to supporting this mission.

While we can't plan for every possible scenario, we have mobilized a global task force to monitor and respond to new guidelines and changes. Further, we are committed to full transparency in the event we need to adjust our processes in response to the global pandemic.

We understand that your business is facing these same challenges and want to assure you that our commitment to be the best possible business partner has not changed. On behalf of AFL, thank you for your understanding as we work through these challenging times.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Gallagher'.

Joseph (Jody) E. Gallagher
President and CEO