

Date: March 26, 2020

Subject: An Important Update on Our New SAO Storefront

Dear Valued Clients,

We want you to know that we empathize with the difficulties you and your payers are facing due to COVID-19. We also understand you are making unanticipated changes, such as new remote work arrangements, to do your part in the interest of public health.

Because we want your move to the new SAO storefront to be a positive experience that doesn't impact your payers or administrators, we are temporarily **moving to an "opt-in" approach** for our new payer-facing products through May 1st. This means that you should not expect to be included in a wave of mass adoptions until after that date—and we will inform you in advance when we plan to move your Train instance to the new experience.

If you are interested in moving over to the new payer-facing experience before May 1st, please contact your Client Manager to discuss a date that will work for you. Note that you will have the opportunity to test in your Train environment until you are prepared to go live in Production.

If you have any questions or want more information about the new payer facing experience, please don't hesitate to contact your Client Manager.

Sincerely,

Cashnet Support