

# Important Update to Franz Inc.'s Customers and Partners

COVID-19 is having a dramatic impact on people, communities, and businesses around the world. Our thoughts are with those who have been affected by the virus. Our team has spent considerable time preparing for the weeks ahead with a directed focus on our employees, customers, and partners.

Our number one priority is the health and safety of our employees and those we do business with around the globe. We have taken several measures to ensure everyone's well-being, including; restricting travel, implementing a global work-from-home policy, and included COVID-19 as top management agenda items for all meetings in order to closely monitor and rapidly respond to updates.

We have also taken a number of measures to ensure that the COVID-19 crisis does not impact the quality of your experience with Franz Inc. As part of our Business Continuity plan, our support team will ensure we meet our SLAs and continue to seamlessly deliver world-class customer support. We are also actively developing an exciting major update to AllegroGraph and we look forward to sharing details with you in the coming weeks..

As always, if you have any questions or concerns, please reach out to our global Support team via email at [support@franz.com](mailto:support@franz.com). If your questions are related to sales or general customer service please email [info@franz.com](mailto:info@franz.com).

On behalf of everyone at Franz Inc., thank you for trusting us with your business. We wish you and your families safety and good health.

Best Wishes,

Jans Aasman  
CEO – Franz Inc.