

March 23, 2020

COVID-19 LETTER OF AUTHORIZATION

Dear Valued Affiliate:

Please accept this letter as confirmation that, pursuant to guidance issued by the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency, you and your subcontractors perform vital services on behalf of SMS Assist, L.L.C. at Critical Infrastructure Commercial Facilities throughout the nation. These services ensure the safety, sanitation, and continued operation of single-family residences and/or essential businesses.

You must follow all lawful directives of local government and health officials, and you should adhere to recommendations provided by public health agencies, including the CDC, regarding social distancing and health preservation guidance (e.g., maintaining at least 6 feet distance during all person-to-person contact, frequently washing hands with soap and water for at least 20 seconds, wearing personal protective equipment where applicable, etc.).

Please show this letter, associated SMS Assist Work Order, and applicable identification credentials to emergency management and public health authorities, including federal, state, and local law enforcement officials, as evidence of your identity and authority to travel for the purposes set forth herein. Should you or any relevant authorities wish to contact us to confirm the contents of this letter, or for additional information, please do not hesitate to contact our Disaster Recovery Operations Center at DROC@smsassist.com.

Sincerely,

SMS Assist, L.L.C.



Adam Love
President, Operations



Joshua Lessack
Senior Vice President, Operations