



## Announcement

As you may be aware, Synergy Solution's contact center in Johnson City, New York has been impacted by the area's record breaking floods. Over the past 24 hours, the Susquehanna River has overflowed as the result of Tropical Storm Lee causing massive flooding in the area. President Obama has declared a National State of Emergency and local and federal officials have required 100,000 residents in the Binghamton area to evacuate to safer areas.

Synergy's contact center in Johnson City has been rendered inoperable from the flood. Gratefully, all Synergy employees are known to be safe at this point in time and the entire Synergy team has come together to implement our Disaster Recovery and Business Continuity Plan. All programs on behalf of clients that were serviced in Johnson City have been migrated to alternative Synergy sites. Operations teams in each of Synergy's other locations have implemented an immediate on-boarding process to staff to meet the needs of displaced clients and we have expeditiously deployed the Johnson City trainers and Supervisors to other Synergy locations so that we can rapidly assist these new resources.

Corey Conklin, Chief Operating Officer and co-founder of Synergy traveled to Johnson City as soon as the gravity of the situation was known and is on-site now assessing the current conditions.

The Synergy team has come together to help our impacted employees and to mitigate any impact to our valued clients. We appreciate your patience and support as we work through this difficult situation.

Synergy Solutions, Inc.  
September 9, 2011