



Innovative Solutions. Technical Excellence.

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March 13, 2020

Dear Colleague,

We appreciate the confidence you have expressed in American Proficiency Institute (API) by enrolling with us. We want to reassure you that we are sensitive to the potential for COVID-19 to disrupt business activities in the U.S. and elsewhere. Our team is closely monitoring the situation as it relates to all our personnel and our supply chain.

We are being diligent in ensuring the continuity of our supply chain for our samples, packaging, and other supplies. This includes services like shipping your proficiency testing kits to you from our Traverse City, Michigan facility. We see our suppliers and other businesses around the country undergoing the same activities and are confident that, at this time, there are no visible issues putting our suppliers or our local site at risk. We have close relationships with our suppliers and will continue to communicate with them to stay up to date on any issues that may emerge.

In addition to proactively maintaining supplies where applicable, we may consider alternative schedules and other arrangements that would help us react to potential disruptions in our supply chain or local staff availability. If we become aware of an issue, we will undertake remedial steps and notify you with as much lead time as reasonably possible. We will also stay in touch with regulatory authorities to ensure that your regulatory compliance is not affected and provide any information you need to know.

Again, we appreciate your business and will keep in contact as necessary.

Sincerely,

A handwritten signature in black ink that reads 'DAN EDSON' in all caps.

Daniel C. Edson  
President