

March 20, 2020

Dear Valued Clients,

With the continually changing COVID-19 situation, we wanted to update you on the steps being taken by IES and Afinida to assure delivery of our high standards of service. We are experiencing a time of uncertainty for everyone, and we appreciate your patience and understanding while we navigate through the ever-evolving information as it becomes available.

We can assure you of our continued commitment to providing you with the products and services you and your staff rely on. Our offices in California, New York, and Kansas allow us to navigate all state guidelines while ensuring the wellbeing of our staff, which is our highest priority. As you know, the majority of our team are now working from home with full access to emails and phone calls. We guarantee continued service to our clients, even under the circumstance. You can continue to contact your Payroll Technician or call our payroll line (1) [858-832-2047](tel:858-832-2047) or email us at payroll@innovemp.com. You can also contact our HR team at hr@innovemp.com or [858-299-0165](tel:858-299-0165).

As a valued client and partner, we understand that you rely on us to help you navigate and grow your business, and it's a responsibility we take very seriously. Meeting those expectations is a daily priority for us.

Initiatives have been put into place in order to ensure that we are prepared for any further changes. These include providing all our clients with the ability to print checks on-site, with the added option of having net check funds drafted from your bank account. These simple but effective steps will help avoid interruption should the mail and delivery services become further strained or impacted. We are setting all clients up, free of charge, with access to Viewpost. This service provides the ability to send funds directly from your phone, computer or any connected device, without having to leave your home or go to the bank. These and other small changes will make sure that we can continue to provide you with the services your business needs.

In an effort to cut down the spread of the virus, we will no longer be mailing check stubs to employees. We have attached a flyer for all employees to be able to log into PRISM and obtain copies of their check stubs via a secure web-based interface. If your employees need assistance, our team will be on hand to assist. We would ask that you encourage as many employees as possible to provide details for Direct Deposit. We will provide paycards which will function as a virtual bank account for any employee who does not have access to a traditional bank account.

You should continue to report payroll to keep Workers' Compensation coverage active and in place. *Providing Workers' Compensation coverage to all active employees remains a requirement by law.* Coverage should apply to all employees who are performing duties on your company's behalf. It applies whether they work from home or your company's worksites. We understand that you may have questions about supporting employees during these uncertain financial times and we remain available to you to help address any questions you may have.

We have also attached some pertinent website links which will help keep you informed and updated with any relevant changes.

Your Payroll Technician will be reaching out to you in the coming days to make sure these initiatives are all implemented and answer any questions you may have. They will be asking for an updated list of any employees you may have had to furlough for the next few weeks to ensure compliance.

With all these changes in place and open communication, we are confident we can continue to provide our high standards of service until normal working environments and processes can be resumed.

With best wishes to everyone for a safe and healthy few weeks,

IES Team

March 20, 2020

Dear Valued Clients,

At IES we take the COVID 19 virus and your business very seriously. Here is the latest information regarding updated policies from federal and state governments.

Federal Information

The following link has important information from the federal government on issues including:

- Workplace Safety
- Wages, Hours and Leave
- Unemployment Insurance Flexibilities
- Support for Dislocated Workers and States

<https://www.dol.gov/coronavirus>

State-by-State Information

The federal government is allowing new options for states to amend their laws to provide unemployment insurance benefits related to COVID-19. For example, federal law allows states to pay benefits where:

- An employer temporarily ceases operations due to COVID-19, preventing employees from coming to work;
- An individual is quarantined with the expectation of returning to work after the quarantine is over; and
- An individual leaves employment due to a risk of exposure or infection or to care for a family member.

In addition, federal law does not require an employee to quit in order to receive benefits due to the impact of COVID-19. The next link gives a state-by-state breakdown of unemployment insurance information:

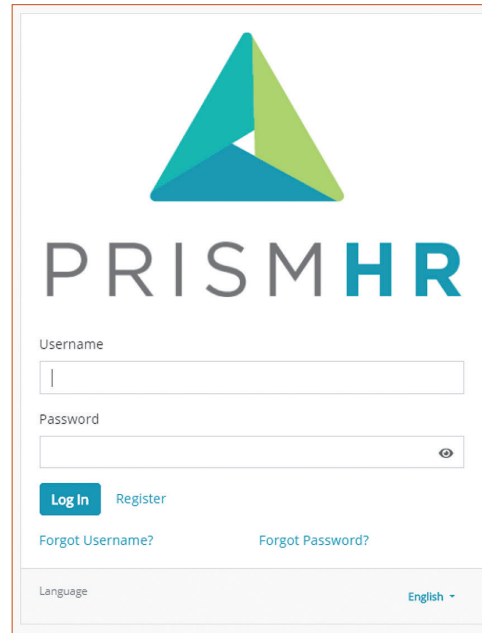
<https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/find-unemployment-benefits.aspx>

Sincerely,

IES Team

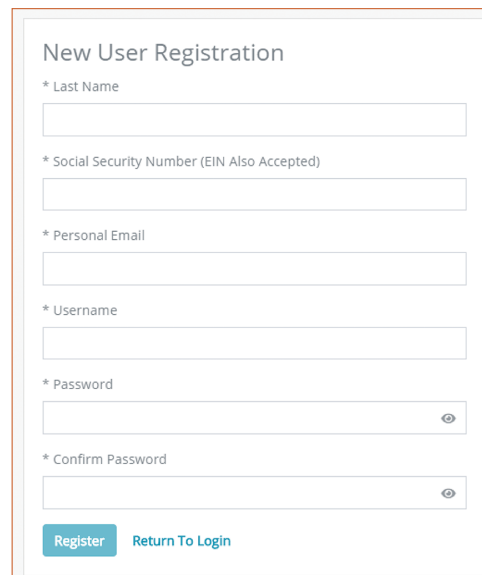
EMPLOYEE WEB REGISTRATION INSTRUCTIONS

1. Go to the PRISM HR Site
<https://trucnv-ep.prismhr.com/#/auth/login>.
2. Click the **Register** button on the bottom right.



The screenshot shows the PRISM HR login interface. At the top is the PRISM HR logo, a stylized triangle composed of three overlapping shapes in teal, light green, and dark blue. Below the logo, the text "PRISM HR" is displayed in a large, bold, sans-serif font. Underneath, there are two input fields: "Username" and "Password". The "Password" field has a small eye icon to its right. Below the input fields are two buttons: "Log In" (in a teal box) and "Register" (in a light blue box). At the bottom of the form, there are two links: "Forgot Username?" and "Forgot Password?". At the very bottom, there is a "Language" dropdown menu currently set to "English".

3. Complete the information below.
 - a. Last Name
 - b. Social Security Number
 - c. Create a Username
 - d. Create and Confirm Password
 - e. Click **Register**



The screenshot shows the "New User Registration" page. The title "New User Registration" is at the top. Below it are five required input fields, each with an asterisk: "* Last Name", "* Social Security Number (EIN Also Accepted)", "* Personal Email", "* Username", and "* Password". The "Password" field has an eye icon to its right. Below the "Password" field is a "* Confirm Password" field, also with an eye icon. At the bottom of the form are two buttons: "Register" (in a teal box) and "Return To Login" (in a light blue box).

4. Once registered, you will be able to access your pay stubs under **Payroll**.