

## Update on COVID-19: Possible Delays in Results

Star Systems continues to closely monitor the COVID-19 outbreak and its impact on fulfilling background screening services. Given the recent concerns over the spread of COVID-19, numerous businesses, schools and universities have closed for an extended and unknown period of time. This may have an impact on our procedures with regards to verifications of educational institutions and employers. If we are unable to complete a verification search due to a source closure, we will close the order with a note indicating the reason. Once the information becomes available at the source, we will reopen the order and process as normal.

We are also beginning to see court closures in certain jurisdictions. These closures will cause delays with criminal and civil searches in the impacted areas. As this is an evolving situation, we anticipate there will be wider delays as more jurisdictions implement court closures. As of today, we will keep criminal and civil search orders open and will work with our researchers to obtain results as quickly as possible. Status notes will be regularly updated when delays occur. In our continuing efforts to provide you with as much information as possible, we will send additional updates as information becomes available.

As always, we appreciate and value your business. All of us at Star Systems are thinking of you and your family during this difficult and uncertain time.

If you have any questions or concerns, please contact Customer Service at 248.669.4000 or [CustomerService@StarSystemsSolutions.com](mailto:CustomerService@StarSystemsSolutions.com)