



March 17, 2020

**Dear WesPay Member:**

I know many of you are working diligently to review and activate your business continuity plans and develop flexible work schedules that will limit the spread of the coronavirus. WesPay is taking many of the same precautions, and I want to share with you how we will continue to support our members during this unusual period.

#### **WesPay Support is Available**

The WesPay Payments Hotline is one of our most popular services and members rely on the WesPay team for guidance with operational and regulatory issues. In normal circumstances, 75% of WesPay staff work from home offices and that number has increased to nearly 100%. Our Vonage VOIP telephone system has been in place for years and regularly routes all member calls to our AAP/NCP/APRP experts based on availability. In terms of the Payments Hotline, this is a Business as Usual (BAU) operating environment and we continue to provide members ongoing support.

#### **WesPay Training will Continue**

WesPay was an innovator in developing remote training via webinar and video more than 15 years ago. We currently have a Webcast library of nearly 100 titles and nearly 150 Webinars planned in 2020; these are all remote training programs. Effective immediately and continuing through April, our Workshops and other in-person events will be converted to online virtual meetings. This format is consistent with March 15 guidance from the Centers for Disease Control (CDC). We may postpone more intensive, multi-day events to May or June to enable the important networking components of those events.

#### **ACH Audits and Risk Reviews are Being Conducted**

WesPay Advisors has conducted remote ACH Audits and Risk Reviews in the past, typically at year-end. This service has been expanded for members requesting audits in Q2. We use a third-party platform (Suralink) to facilitate workflow and allow document sharing. This is the same platform used by many financial auditors and CPA firms. Remote audits have a high level of member satisfaction and are a safe alternative.

#### **Caring for our Communities**

WesPay staff will not be traveling in March or April in an effort to protect them and limit risk of transmission to our members. Of course, a healthy team enables us to continue to support you with the remote services I outlined above. Members also have the opportunity to network through WesPay Connect, our virtual community, which enables members to request payment-related support from other WesPay members.

Please include the WesPay contact information as part of your business continuity kits: Payments Hotline 800-977-0018 or [info@wespay.org](mailto:info@wespay.org). Member Services is also available at 415-433-1230 or [memberservices@wespay.org](mailto:memberservices@wespay.org).

We consider ourselves privileged that you choose WesPay to be your payments partner. The WesPay team has developed personal relationships with many of you over the years, and we sincerely hope you will be well. Take care, and we look forward to seeing you in-person during a workshop, audit, office visit or Symposium in the future.

Sincerely,

**William J. Schoch**  
President & CEO