

Dear Valued Customers,

Let me first say, I hope you, your families, and your teams stay healthy during this difficult time.

As the news about COVID-19 continues to evolve, I want to assure you that **Travel One is here for you and your travelers whenever you need us, 24/7/365**. Our team of travel professionals has weathered many storms, and we will weather this one as well. Our teams are set-up to work remotely, and we have the tools in place to stay connected virtually with each other and with you.

As you can imagine, travel reservations are down significantly. Travel One has taken the necessary measures to decrease our costs in all areas of the company, including reductions in staff and overhead costs. Despite these changes, all Travel One systems and services are fully operational.

As we navigate this situation and focus on long-term stability, Travel One remains committed to helping our customers *Travel Smarter and Accomplish More*. When the time is right for you to resume travel, Travel One will be here for you. And as the level of travel activity returns, Travel One will bring our furloughed employees back to the team. Please keep us updated on any new policies regarding your travel activity, as this will assist us in staffing for your service needs.

On behalf of the entire team at Travel One, I want to say THANK YOU. Thank you for your business and partnership. Thank you for your loyalty and support. In times like these, one lesson becomes clear: our greatest assets are our team and our relationships with each of you.

Sincerely and with resolve,  
Bill

**William M. Neuman**  
President  
**Travel One, Inc.**

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