



Dear Verasonics Community:

As a global company based in Kirkland, Washington, USA, Verasonics is actively monitoring the rapidly changing situation of COVID-19 and joining the collective effort to reduce and contain the spread of this virus. First, we wish to you and your family safety and good health during this critical time. Second, we want you to be aware that Verasonics is taking precautions to protect the health and safety of employees and their families, our customers, and the worldwide community.

Actions our team has enacted over the past few weeks, include:

- **Remote Work and Limited Onsite Staff.** From its inception, Verasonics has fostered a culture that encouraged its employees to minimize commutes and distractions by working remotely when possible, so there has been little disruption in moving to an “all remote” working environment. All employees are available during normal [business hours](#). Feel free to contact our [Customer Support](#) and [Sales](#) departments and we will respond promptly.
- **Product Availability** - Over the past few months we have been working with our key suppliers to build up a safety stock to ensure that we could continue to meet our customer’s requirements for several months in the event there was a serious disruption in supply for any reason. Additionally, there is a small team of manufacturing and shipping employees that are working staggered hours at our headquarters. At the current time our ability to ship products has not been disrupted. We appreciate your understanding and patience with regards to any delivery delays that you may experience as we navigate updated country guidelines around the world.
- **Training.** In lieu of any face-to-face training events, we are arranging a series of web-based customer training.
- **Expansion of the Verasonics Community Portal.** The Verasonics Community is designed to provide quick and easy access to helpful tools such as training videos, product information and the programming script repository. It is available at no cost 24 hours a day, 7 days a week. We will be growing the [Verasonics Community](#) with additional training videos, product documentation and user-contributed programming scripts during this time. Already a customer? View the latest training tips, tricks and videos, [here](#).
- **Updated [Conference](#) and [Customer Training Schedules](#).**
- **Expanded Plane Wave Customer Newsletters** and complimentary **Webinars**. We normally share important information and make announcements about new products and features when we meet with you at conferences and congresses. With so many conferences being cancelled we will increase our online communication with additional newsletters and webinars during this time.

If you have any questions and/or concerns, please do not hesitate to [contact us](#). We sincerely wish you and your families, your work colleagues and communities good health during this time.

Best regards,
Lauren Pflugrath
President and CEO
Verasonics, Inc.