



**Notification of Error During Routine Maintenance  
September 11, 2020**

To Our Customers:

Due to an ever increasing COVID-19 caseload in Mecklenburg County, as well for our customers around the country, we are continually performing maintenance and upgrades to ensure optimal performance and reliability of our system in order to efficiently serve our customers during this global crisis.

As such, during a routine overnight maintenance, there was an issue that resulted in one batch of daily COVID-19 alerts being sent to individuals that were not supposed to receive them. The cause of this issue was identified, and remedied, within 30 minutes of the initial report. All citizens that got a message in error have been sent a subsequent notification informing them of this mistake. We have taken proactive measures to ensure that the resulting issue is prevented in future maintenance, and additional policies and procedures have been created as a result.

HealthSpace is proud to be playing an important role in assisting local health departments around North American in their response to the pandemic. We take our role seriously and approach each customer with a deep level of attention, care and responsibility. We apologize for any alarm this caused citizens who were not supposed to be sent an alert or survey.

A handwritten signature in black ink, appearing to read 'Silas Garrison'.

Silas Garrison  
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Chief Executive Officer