



## Potential Card Delivery Delays

Despite built-in redundancies and proactive planning with our multiple card production sites, we are continuing to see some delays in card production. Labor shortages have been exacerbated with the latest rise of Covid and the Omicron variant. Both card production facilities have been further impacted by staffing shortages due to illness, with one facility facing dozens of positive tests this week.

We have worked with our card production vendor to take the following steps to optimize performance during these challenges by taking the following actions:

- Following all CDC guidelines related to personal protection, testing, and distancing to minimize the spread of Covid to the extent possible
- Extended working hours to 3 shifts working around the clock 7 days a week in support of distancing and contact minimization
- Cards and card materials have been moved between card production facilities to optimize available machine capacity and staff
- Engaged third party contractors where possible to assist with card material production

We appreciate your patience and partnership during this busy time of the year.

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