April 1st, 2020

Dear SkyMed Members, Representatives, Employees and Contractors;

The Coronavirus (COVID-19) has caused a worldwide pandemic. As a result, numerous governmental restrictions have been imposed that are affecting how we normally handle our member services and run our business. We are being impacted by US federal, state and city regulations. In addition, we are dealing with overriding regulations being imposed by Host countries in which our members may be located. Borders are being closed, and each situation needs to be evaluated individually depending on what country our member is in and what country their transport preference is. We are dealing with 32 countries and their regulations in our immediate SkyMed Universe and the world as a whole with regard to our Global Emergency Travel members.

General facts to know and understand about SkyMed services as related to the COVID-19 virus:

➢ SkyMed CANNOT independently make arrangements to transport a member infected with the Coronavirus COVID-19. The Centers for Disease Control & Prevention (CDC) and the US State Department must be notified by health and medical authorities making a positive diagnosis of Coronavirus COVID-19 and notice of immediate quarantine procedures enacted.
➢ SkyMed CANNOT supersede our US State Department regulations or similar regulations of Host countries that our members may be in.
All countries have national emergency regulations that are in force, and we must honor their authority.

Questions and Answers to help understand operating procedures:
Q. What happens if a member is diagnosed with COVID-19?
A. If diagnosed with the COVID-19, virus patients will be quarantined in accordance with their Host country's laws and regulations and not released until tested negative for the virus.

Q. What happens if someone thinks they have the COVID-19 virus but is not officially diagnosed?
A. If someone thinks they may have the COVID-19 virus they should seek their health care professional's advice as soon as possible for guidance on how to deal with symptoms. In addition, they must self-quarantine for 14-days and not risk exposure to others.

Q. What happens if a member needs to be air evacuated for a critical medical reason not related to COVID-19?

A. SkyMed air evacuation services are activated when a member is hospitalized with a critical illness or injury and the attending physician orders an air ambulance to take the member home or a medical escort to accompany the member. These services remain unaltered as long as air ambulances are allowed to enter and exit the area or Host country our member is located in.

 Local government regulations have overriding authority over air evacuation of critical medical situations.

The COVID-19 virus is a severe worldwide pandemic.   Many new governmental restrictions and agencies now control all aspects of public travel.

SkyMed wants to help our members at all times, especially those who are currently traveling and away from their home base. We can assist in making your travel arrangements to help get you home. The best method to contact us for your travel is by email to info@skymedtravel.com or call us at 1-800-568-8994 with your preferred travel itinerary. Our in-house travel agency is here to help make reservations. Having our in-house travel agency is a big help as we can book airline reservations and issue the tickets ourselves. We can also make car rental and hotel bookings and can make changes on the fly to ALL these reservations.

SkyMed World Headquarters business office operations:
We are following the White House Coronavirus Task Force '15 Days to Slow the Spread' guidelines released March 16th, 2020.
We have team members fully functional and working from home. We are all connected on line and have access to all programs necessary for efficient operations. We have a seamless business operation whether employees are working in the office or from home.
We are on duty 24 SEVEN for our members.
SkyMed Travel reservation # 1-800-568-8994 is open during regular business hours 8am to 5pm.
Messages can be left off hours.

Resources to help you:
Center for Disease Control & Prevention (CDC) www.cdc.gov/travel
Canadian government updates
www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html National
Institutes of Health (NIH) www.nih.gov
US Customs & Border Protection (CBP) www.cbp.gov
US State Department emergency assistance coronavirusemergencyUSC@state.gov
World Health Organization (WHO) www.who.int
SkyMed Travel reservations www.skymedtravel.com or email info@skymedtravel.com SkyMed Member
Services **1-480-946-5188** or **1-800-475-9633** or
www.memberservices@skymed.com

Please do not hesitate to call or email us with your questions or concerns. We are here to help as much as we can. Regular member services are being conducted everyday.

SkyMed USVI is still open, and here to serve the USVI.
We are practicing social distancing and are in our offices. We can take payments at the
door and can give information at the door. We can also email information. Contact
linda@skymed.com. 866-349-2398. SkyMed USVI offers a few more benefits than other similar local
companies.

People are still enrolling for the same reasons they have always, accidents happen, the unexpected
happens and when you need us in an emergency we are here to help. In the territory we all use the same
Air Carriers.

Be well, be safe,

Linda Bruton,
Vice President
SkyMed USVI