

29 April 2020

To our valued customers,

Further to our March 30, 2020 announcement regarding suspension of systems and services fees, we have evaluated the current situation considering the recent government announcement to extend venue closures for a further 4 weeks.

In order to support you further during this time, we have decided to extend the temporary suspension of your Systems Maintenance Fees and Field Services for a further month until **31 May 2020**.

1. *Systems Fees:* We are extending the **payment suspension** of our pub and club customers' **monthly fees** for system development, maintenance and support until **31 May 2020**. This means that you will not pay any such systems fees for this period as these will be waived in full.
2. *Field services and systems hardware maintenance services:* We are extending the **payment suspension for field service and/or systems hardware maintenance fees until 31 May 2020**. However, during this time, should you decide to specifically arrange and book a service call-out with us, our standard service call-out rates will apply.

We will be re-evaluating each of the positions set out above on **31 May 2020** and will keep you updated on the outcome of this assessment.

We think it's vitally important to work together in these challenging times to ensure we all come out stronger on the other side, so please, feel free to reach out to me, or any member of the team at IGT, if you have any questions.

Thank you for your continued partnership, we value your business and wish you, your family, your employees and your business all the best in the time ahead.

Regards,



Andrew Neagle
Commercial Gaming Director