



February 16, 2022

To Whom It May Concern:

ESO Solutions, Inc. is the sole source provider of both ESO's pre-hospital electronic health record software ("EHR") and ESO's fire incident record management system software ("ESO Fire RMS"), as well as their respective associated modules, interfaces, and integrations (whether to other ESO products, or for third-party solutions). ESO Scheduling and Personnel Management allows customers to designate personnel from Scheduling and assign them to the appropriate unit on a fire incident in the Fire RMS, which will also automatically import corresponding data in a customer's Personnel Management module for employees.

ESO has not authorized any third party to sell, market or distribute EHR or ESO Fire RMS, and they may only be purchased directly from ESO. ESO does, however, work with billing partners, prime integrators and other third-party payment intermediaries for the benefit of customers.

If you desire additional information, do not hesitate to contact me at 866-766-9471 at any time or visit our website at www.eso.com.

Thank you for your interest in EHR and ESO Fire RMS.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Robert Munden'.

Robert Munden
Chief Legal and Compliance Officer