Customer Health Scan for Coronavirus
[Company Name]

This Health Scan report provides a high-level overview of potential risks to your customer portfolio resulting from the global disruption to commerce as a result of the effects of the coronavirus pandemic as of [DATE]

CUSTOMER PORTFOLIO ANALYTICS FOR ACTIONABLE INSIGHTS

Dun & Bradstreet’s commercial data and advanced analytics identify your customers that are at heightened risk of cash flow disruption as a result of the economic impact of government-enforced restrictions and the public’s reactions as attempts are made to restrict the spread of COVID-19.

This report leverages Dun & Bradstreet’s global data and advanced predictive models to identify companies in your customer base that may require closer attention as the period of disruption continues and potentially compounds.

RISK ANALYSIS

<table>
<thead>
<tr>
<th>Risk Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total customers screened</td>
<td>1,685</td>
</tr>
<tr>
<td>All customers with heightened risk</td>
<td>851</td>
</tr>
<tr>
<td>Customers likely to experience a cash flow disruption of commerce</td>
<td></td>
</tr>
<tr>
<td>Customers in cities with restrictions</td>
<td>423</td>
</tr>
<tr>
<td>Customers in cities with commerce and population movement restrictions</td>
<td></td>
</tr>
<tr>
<td>Customers with ≥ 20% of locations in cities with government restrictions</td>
<td>684</td>
</tr>
<tr>
<td>Customers with 20% or more of their corporate family members in geographies with commerce and population movement restrictions</td>
<td></td>
</tr>
<tr>
<td>Customers operating in industries with government restrictions</td>
<td>268</td>
</tr>
<tr>
<td>Customers operating in an industry directly impacted by commerce-impacting governmental restrictions</td>
<td></td>
</tr>
<tr>
<td>Customers flagged as operating with limited margin based on Delinquency Score, D&amp;B® Failure Score or D&amp;B Viability Rating®</td>
<td>74</td>
</tr>
<tr>
<td>Customers demonstrating limited margin in their current operations as identified by companies showing previous signs of operational stress or business continuity concerns as assessed by Dun &amp; Bradstreet’s Delinquency Score, Failure Score, and Portfolio Comparison Score of Viability Rating</td>
<td></td>
</tr>
</tbody>
</table>

*Counts may not add up as companies can belong to more than one risk category.

While Dun & Bradstreet does not anticipate an immediate change in our predictive scores—D&B® Delinquency Score, D&B® Failure Score, Global Business Ranking (GBR), and D&B Viability Rating®—because a definitive pattern has not materialized, our models indicate that companies operating with limited margin are likely to face hardships when their normal operating environment is disrupted.
significantly. The progressive forecasting models show these populations of companies are more likely to struggle to balance all financial obligations, especially if direct sales are compromised through a change in consumer behavior.

Having a view into how many of your customers are potentially at risk at any moment enables your organization to:

• Understand and mitigate exposure in a prioritized and targeted approach when there is a delay between the sale and receivable due date.
• Implement operational controls and adjust current policies for engaging customers to prioritize collections.
• Understand potential bad debt reserve risk based on the cascading effects of prolonged commercial disruption.
• Determine appropriate customer engagement and support strategies for your customers based on data-driven segmentation.

KEY RECOMMENDATIONS FOR MANAGING EXOGENOUS EVENTS SUCH AS THE CORONAVIRUS PANDEMIC TO PROTECT YOUR ORGANIZATION

The coronavirus pandemic has demonstrated how interconnected the global economy has become. An incident in one location can cascade to affect the entire world. It demonstrates the importance of having strong business continuity policies and risk management practices in place to ensure the long-term success of an organization. Key actions include:

• Review and update your current credit policy in light of increased economic risk.
• Maintain an optimized Customer Master File.
• Include and update corporate connections of both active customers and full corporate linkages.
• Map and maintain key attributes including industry, size, operational activities, and financial insights.
• Assign and monitor multi-dimensional risk profiles including risk of repayment delinquency, bankruptcy or financial embarrassment, operational continuity, reputation and regulatory risk, and other targeted assessments.
• Take an integrated data-driven approach to portfolio activation and decision engagement including credit limit assignment, sales acceptance, and collections strategy assignment.
• Implement accessible and interactive reporting capabilities.

SEGMENT DEFINITION

**Coronavirus Impact Risk:** Analysis on the potential impact of the outbreak using the customer file your organization provided. Risk is evaluated based on geographies and industries where restrictions to commerce have resulted from government-enforced restrictions. These include geographies where movement is limited, events, or organizational meetings are suspended, large gatherings are restricted, or other material disruptions of normal daily life have resulted.

**D&B Delinquency Score:** This predictive score anticipates the likelihood of a company repaying unsecured accounts receivables more than 90 days beyond terms in the next 12 months.

**Business Continuity Risk (D&B® Failure and Portfolio Comparison Scores):** Customers’ probability of bankruptcy, major financial distress, M&A activity, and other severe high risks.
DETAILED INSIGHTS ON THE IMPACT OF THE CORONAVIRUS PANDEMIC ON YOUR CUSTOMERS

Given the severe disruption in commerce—and the global economy in general—Dun & Bradstreet has developed the COVID-19 Impact Index. Our team of data scientists and analytics experts has created an integrated assessment to provide a robust, multi-dimensional view of the impact to your business for improved decision making.

Dun & Bradstreet's empirically derived Natural Disaster framework has been adjusted to account for the uniqueness of the effects of the COVID-19 pandemic. We leverage the depth and breadth of our global data for insights into business connections and coronavirus-related dynamic insights regarding location(s) and industry, as well as multiple Dun & Bradstreet predictive scores to assess company health. The result is percentile rankings for precise, actionable insights to help you navigate these challenging times.

Please talk to your Account Executive or visit the Dun & Bradstreet Coronavirus Resources hub.