



19th March 2020

Dear customer,

Update to customers

In the light of recent developments and uncertainty surrounding COVID-19 (Coronavirus), we are writing to update our customers on the measures that AlphaVend UK is taking to allow customers to continue to purchase cryptocurrency with minimal disruption.

Some of our locations have already had to close but the majority remain open and we expect this to continue. However, given the rate at which the situation is developing, we would recommend that all customers check the status of the machine they are planning to visit before leaving, to avoid disruption. To view the status of all of our machines, please see here: <https://coinatmradar.com/operator/240/alphavend-bitcoin-atm-operator/#locations>.

Having said this, with the government's advice for people to carry out social distancing measures and for vulnerable people to self-isolate by next weekend, we understand that some people may not feel comfortable visiting one of our locations in person. We are therefore launching a service whereby customers can purchase cryptocurrency remotely with payment being made by bank transfer. If this is something that you would be interested in, then please visit www.alphavend.com/direct-trading.html, or email us at support@alphavend.com.

Of course, the safety of our customers is always our priority, and should the situation change we will of course update customers. We have requested that all our host locations clean the screen on our machines after each transaction, and we recommend that all our customers follow NHS advice and wash their hands frequently with soap and water or hand sanitiser.

As ever, if there are any issues, please do not hesitate to get in touch with us by dropping us an email at support@alphavend.com.

Many thanks,
AlphaVend UK

AlphaVend UK

www.alphavend.com // support@alphavend.com