



March 16, 2020

Discover Network and Coronavirus

Discover is closely monitoring the Coronavirus and assessing impacts. We assure you that we are taking appropriate measures for the safety of our employees, vendors, and safety of the Network. We want to reassure you of the continued commitment of our teams to further assist you as we face the pandemic together.

- Our critical systems have been tested and we are working with our vendors to ensure continued resiliency.
- Our Disputes teams are actively engaged to identify, develop and provide comprehensive plans. We acknowledge the outbreak may impact your ability as a payment network partner to comply with the Dispute Rules Manual and your ability to respond to disputes in a timely manner. If you are impacted, please contact your Discover Network Account Executive.
- We urge all of our Partners to work together and be flexible when working to resolve disputes. However, if you are unable to respond to your dispute cases by the timeframe set forth in the Dispute Rules Manual, please engage your Discover Network Account Executive with a list of impacted dispute cases and we will work diligently to review these on a case by case basis.

We understand that this is a fluid and evolving situation and we want to make sure you know that your Discover Global Network Dispute and Account Executive teams are here to support you.

[Message from Diane Offereins, President of Discover Global Network](#)