

Harold F. Wolf III, President and CEO
HIMSS
33 West Monroe Street,
Suite 1700, Chicago IL, 60603
USA

05/19/2020

Dear Harold,

We are writing to you together with the below mentioned exhibitors, all of whom had planned to exhibit at HIMSS, Orlando 2020.

The decision to cancel due to COVID-19 was the right one to keep attendees and in particular our healthcare professionals safe in these unprecedented times, however we take issue with the conduct of the HIMSS organization in the subsequent management of the finances related to this situation. Because of this, we decided to reach out to other similarly affected organizations, many of who have complained directly to you, but who have not felt listened to and we have joined together with them to send you this letter.

All of us were shocked and angry that HIMSS took the decision to retain 100% of the money paid for exhibition space rental citing Force Majeure and the fact you are a Not for Profit; however, we fail to see why being a Not for Profit should exempt HIMSS from acting fairly, honourably and professionally.

The group feels it is unjustified and unethical to retain this money given that similar events such as AONL 2020 Nashville, also cancelled due to COVID-19, offered a full refund or a 100% transfer of fees to its 2021 event. Through this letter we are asking you to do the honourable thing and refund 100% of the money paid to the exhibitors below.

I have included in this letter a selection of comments we have received from co-exhibitors in relation to the experience with HIMSS post cancellation.



We fully appreciate these are unprecedented times but it's exactly at times like this we need to work together not against each other and we are now jointly petitioning you to return the money paid in good faith as soon as possible. We look forward to your positive response in this matter.

Yours Sincerely

Andrew Ferguson

Andrew Ferguson
CEO

Along with Softworks, the following companies request that you immediately refund the money you have taken from us for the cancelled HIMSS 2020 Global Health Conference & Exhibition.



arcserve®



BioBright

bookzurman



CYBER
MDX



Softworks Canada
1174 Mount Pleasant, Suite 1,
Toronto, M4N 2T2
T: +1 226 314 2519
E: hello@softworks.com

Softworks USA
201 Mission Street, Suite 1200,
San Francisco, California 94105
T: +1 855 481 0418
E: hello@softworks.com

Softworks UK
Clyde House, Reform Road,
Maidenhead, SL6 8BY
T: +44 1527 888 060
E: hello@softworks.com

Softworks Ireland
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Wicklow, A98 E9N2
T: +353 1 286 6126
E: hello@softworks.com



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A small selection of the comments that we received from our fellow exhibitors, who like us are both shocked and disappointed by HIMSS mismanagement of this cancelled event.

"In these unprecedented times we've been impacted by many show cancellations within the US as well as globally. Our experience working with the vast majority of conference providers has been favourable as we've navigated jointly through the challenges together, however our HIMSS experience has been quite negative. Compared to other promoters, their poor response to.... the conference fees... has been extremely disappointing."

"I understand to some degree the position HIMSS is in as a non-for-profit organization but the fact that it will not be issuing refunds for exhibition booth space that was never used is mind-boggling. Not only from a reputation standpoint but from a morally-just standpoint as well."

"I would have agreed to the fee being credited to next year but the last offer made is derisory and I too am unhappy with HIMSS response to the situation."

"We are also angry and extremely disappointed and shocked that we are unable to receive a 100% refund or credit towards next year's conference. We have been a supporter of HIMSS over the past few years and after experiencing this, we are going to think twice next time before attending the conference"

"We've been very disappointed as well by the way HIMSS is handling the cancellations of HIMSS2020. HIMSS has been the only conference/event that has cancelled and not given us a refund and /or the ability to roll our entire fee forward to next year."

"...from our perspective.... we should've been offered a refund or at least credit for 2021."

"As our biggest investment of the year (by far), we were depending on that show to meet contacts and set up future sales. So, when the conference was cancelled, we assumed HIMSS would do the right (and obvious) thing and issue us a full refund (or at the very least a full credit and guaranteed spot for next year's conference.)"

"We too are very disappointed in HIMSS for their decisions. We have pulled out of our HIMSS corporate membership and will likely pull out of HIMSS21 as well, which is unfortunate as we've been members/exhibitors for years and have lost a lot of money between HIMSS20 and if we cancel HIMSS21 we lose another 50%."

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