



All of us here at GreenBook hope you, your family and colleagues are all doing well in these trying times. We recognize the toll this pandemic has taken on your businesses and loved ones, and we hope you will find strength in our industry community.

Every year, our IIEX team creates unique, innovative events. To continue this mission to connect, inspire, and educate in the COVID-19 world, we've reviewed our plans and have decided to make some bold, exciting changes for 2020:

We are re-imagining all our in-person IIEX conferences planned for 2020 as virtual events, including our flagship event, IIEX North America. We also have a full slate of smaller virtual events through the end of 2020, which we will be releasing soon. As an attendee, **you will automatically be registered for the following:**

- IIEX North America 2020 (Virtual): September 9-11, 2020
- IIEX North America 2021 (In-Person): May 3-5, 2021 in Austin, TX

Other important information to note:

Attendees: When you are registered for the 2021 event, you will also receive an extra complimentary ticket for a colleague, friend or client.

Speakers: If you were set to speak at the event, Cara Balcom will contact you soon regarding a status update.

Sponsors & Exhibitors: All sponsors and exhibitors received an email outlining a plan of action on Tuesday, May 5th from Matt Gershner. Please refer to that for next steps.

Hotel Reservations: If you reserved a hotel room at the AT&T Hotel, Hampton Inn or Doubletree, your reservation has been canceled.

Flights: Please contact your airline to arrange a cancellation. Most airlines have enacted lenient policies due to the COVID-19 situation, especially if you opt for a credit in lieu of a refund.

If you are not able to attend the 2021 event, please contact Cara Balcom at cbalcom@greenbook.org to arrange a refund. We kindly ask that you notify Cara no later than May 31st. Should you opt to keep your ticket, you will receive an extra ticket to next year's event.

We look forward to hosting you virtually in September!

A handwritten signature in black ink, appearing to read "Emily Fullmer".

Emily Fullmer
Director of Global Events
GreenBook