

Dear Team,

December 4, 2025

Thank you for the many conversations over the past few days. I wanted to share that we are still planning on launching Tippy this month but have shifted the date to December 14th. This gives you more time to sign up and also allows us to introduce an additional cashless option in 2025 for clients. Our goal is simple: to continue elevating the seamless, integrated experience we are known for, while keeping cash as a perfectly acceptable choice for clients who prefer it.

We want to take a moment to thank those who have already activated your Tippy accounts. Your openness and professionalism help set the tone for the rest of the team, and we appreciate you leading the way as we begin this transition.

We also understand that change takes time. Based on your feedback, we are currently not setting a drop-dead date for full participation in 2025. Instead, we will proceed with our launch and support those who need more time to get used to this new option. We'll continue to offer one-on-one help, answer questions, and make sure everyone has what they need when they're ready.

Our intention is to move toward a more consistent, integrated client experience across all departments and locations. As adoption grows, the experience will become simpler for clients and smoother for service providers. Your participation—whether now or in the near future—helps us get there.

Thank you for your professionalism, your openness, and the care you bring to our clients every day. We will continue working together at a pace that respects where everyone is, to make this transition successful.

In gratitude,

Adam

When I am on site pop in, knock, or use my extension #120 to set up a convenient time to discuss any concerns or questions.

In gratitude,

A handwritten signature in black ink, appearing to read 'Adam', with a long, sweeping underline that extends across the width of the signature.