

Our commitment to you



We are clearly in unprecedented times. During this period of uncertainty surrounding COVID-19 (novel coronavirus), I wanted to reach out to make sure you knew that at McAfee we are focused on our commitment to you, our customers and partners, our teams, and to our mission of making the connected world more secure.

With great appreciation for the trust you place in us, and in the spirit of our company value of practicing inclusive candor and transparency, I want to highlight several measures McAfee is taking to address the situation.

Our service

McAfee is fully operational. Our business continuity plans have been activated, and we are closely managing our supply chain, to support both our mission and the safety of our stakeholders. We continue to provide threat intelligence, customer support and professional services relevant to our products. In parallel, we continue to plan our response to a variety of possible scenarios to enable business agility in this changing climate.

Our people

We have been working daily to protect the health, safety and well-being of our employees and contingent workers — with a focus on reducing the risk of exposure to COVID-19. This helps ensure that our workforce remains well prepared to serve you moving forward.

Our resources

We realize your organization may have implemented similar responses to COVID-19. McAfee is here to provide you with the tools, resources and best practices to support your evolving cybersecurity needs. We understand that cybercriminals may see COVID-19 as an opportunity to act. McAfee remains committed to helping our customers respond to threats as the environment changes for you, your employees and your customers.

We have a robust set of online resources to support you. These include our [Support Portal](#); our [Knowledge Center](#); the McAfee [YouTube video library](#); and [Communities](#). We also have helpful tools to download, such as our [ePO Support Center](#) and Mobile Enterprise Support app — available from both the [Apple App Store](#) and [Google Play](#).

While we expect this situation to continue to evolve, we are confident in our ability to

support you — our customers and partners — as we move forward, together.

Thank you for placing your confidence and trust in McAfee. It is our privilege to be your partner, and please know we are always here to help. If you have any questions or concerns, please contact your McAfee team.

Sincerely,

Peter Leav
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The device-to-cloud cybersecurity company.



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