

Hi Friends,

Given the uncertainty COVID-19 has generated globally, we are taking even greater care of our key stakeholders. Keeping our employees (we call ourselves the “Troop”) and their families safe is our top priority. We are also in close touch with our customers -- many of whom count on our products to interact with their own stakeholders during this crisis. There is no playbook for running a company during a pandemic, so I wanted to provide an update on how we are managing our business and communicating with our key stakeholders. I’d be remiss if I didn’t also reach out to you -- the shareholders of SurveyMonkey. We are doing a lot of C19 survey research in this fluid market. I’m curious about your views on the US and global economies, SaaS equities, and your perception of SurveyMonkey’s advantages and weaknesses in the quarters to come.

We have created a world class employee culture at SurveyMonkey. It’s a competitive advantage that we continue to invest in as we innovate and expand our suite of software offerings. On March 16, San Francisco and a number of other Bay Area communities announced a “shelter in place” order and I sent the team this [video](#) to reinforce our commitment to their health and our confidence in their ability to execute through this situation. Our team and business model are resilient.

We’ve also done proactive and direct outreach to our customers and partners to reassure them that our SaaS products and services are fully operational and accessible even as their work forces become more distributed. These messages are highlighted in this [post](#) we published on our website earlier this week. None of us predicted a health crisis would quarantine our citizens -- but we have a team, platform and strategy built to execute as a distributed workforce.

Further, SurveyMonkey is helping collect and analyze relevant feedback related to COVID-19 through surveys conducted by [Axios](#) and [Fortune](#). For corporate leaders and HR groups, we created a [survey template](#) to help them get the pulse of their employees. It’s the same one I sent to our Troop this week. For those working in education, nonprofit and charitable institutions, we’ve recently made additional [resources available](#) to help them continue to serve their communities.

I’d appreciate hearing [your thoughts](#) on the COVID-19 pandemic and how it’s affecting the industries we all interact with. We plan to share your feedback on our first quarter 2020 financial results conference call in May. Knowledge sharing in a volatile market is super valuable -- we look forward to your participation.

We are doing everything in our power to keep our employees and their families safe, while remaining focused on executing on behalf of our customers, partners and shareholders. These are anxious times, and none of us have visibility on when folks will get back to work and how the economy will absorb this shock. But I know this: there is a lot of resilience in our company, community, customer base, nation, and world. Together we are going to get to the other side of this crisis.

From all of us at SurveyMonkey, please stay safe and prioritize your health.

Sincerely,

Zander Lurie  
Chief Executive Officer  
SurveyMonkey