

Dear Valued Funeral Professional,

At Batesville, technology plays a vital role in how we support you and the families you serve. As part of our commitment to delivering innovative, technology-driven solutions, we have made the strategic decision to sell our website hosting services to Tukios, a company focused on accelerating its growth and leadership in this space.

Effective immediately, the sale includes all customer website hosting services, as well as certain related E-commerce offerings such as Floral Select, AI Obit Writer, and Sympathy Tree offerings. We are working closely with Tukios to ensure a seamless transition, **with no disruption to your service or support.**

Tukios, renowned for its cutting-edge technology and exceptional customer service, is excited to unify the two web hosting platforms to create the most robust solution possible. This will ensure funeral home customers have access to a sophisticated system tailored to meet the unique needs of their business. The Batesville team you know will be moving to Tukios, so you will continue working with familiar contacts.

The customer support phone number and email remain the same for now: 812.534.8157 or Technology.Solutions@Batesville.com. You will receive updated contact information from Tukios in the coming weeks.

What is not changing is Batesville's dedication to investing in technology. We are proud to offer some of the most advanced systems and digital tools in the industry, including Batesville Connect, Halcyon and MIS, and the new Family Choices Digital Showroom. This shift allows us to concentrate our investments on solutions that enhance business efficiency, simplify processes, and create better experiences for families during the funeral planning process.

Thank you for your continued trust and partnership as we work to deliver solutions that will help you serve the next generation of families.

Sincerely,

Chris Trainor
CEO