



Dear Patron,

I am writing to you today from the Founder's Desk with a heart full of gratitude, humility, and hope.

The past few weeks have been among the most difficult days in AlignBooks' journey. The service disruption caused by the unprecedented data centre fire incident brought anxiety, uncertainty, and operational challenges for many businesses. We understand how deeply this affected your work, your teams, and your customers. For that, we are truly sorry.

Today, however, I am pleased to share an important and positive update.

After an extensive and challenging recovery effort, the backup data has now been recovered, and the restoration process is actively underway. While restoration and validation will still take some time and must be handled with utmost care, this development marks a significant milestone and gives us renewed confidence and direction.

We started AlignBooks with a dream of building a world-class business platform from India, proving that innovation, commitment, and technology developed here can serve organisations around the world.

Today, seeing customers place their trust in us across multiple countries remains one of our greatest sources of pride and responsibility. More valuable than our growth, achievements, or milestones has been the trust that thousands of businesses have placed in us by running their daily operations on our platform. This incident tested that trust like never before.

In these difficult days, we witnessed something extraordinary. We saw customers who stood by us despite uncertainty. We saw business owners who encouraged us when they themselves were facing challenges. We received countless messages of support, concern, guidance, and goodwill. For this, I offer my heartfelt gratitude. Your patience and faith have meant far more to us than words can express.

I would also like to acknowledge the incredible AlignBooks team. Our people have worked relentlessly, day and night, often under immense emotional and professional pressure. They have spoken with customers, coordinated recovery efforts, rebuilt infrastructure, restored environments, and continued supporting businesses with unwavering dedication. Their commitment during this crisis has made me immensely proud.

#### Corporate Office

Address: 8th Floor, Assotech Business Cresterra,  
801-804, Tower 4, Sector 135, Noida, Uttar  
Pradesh 201304  
Phone: 1800 120 8581

#### Regd. Office

Martin Burn House, 5th Floor, Suite No. 53,  
1 R N Mukherjee Road, Kolkata - 700 001,  
Phone : +91-033-22106188/89  
(CIN : U74999WB2017PTC220553)



As founders, we have invested years of our lives building AlignBooks. This incident challenged us in ways we never imagined, but it never weakened our determination. If anything, it strengthened our resolve to build a more resilient organisation and continue our mission of creating technology that businesses can depend upon for years to come.

This incident has also been a profound learning experience. We are emerging from this challenge as a stronger, wiser, and more resilient organisation. We are strengthening our infrastructure, reviewing every aspect of our continuity strategy, and implementing additional safeguards to ensure that our customers feel even more secure and supported in the future.

Most importantly, this crisis reinforced something we have always believed: relationships are built not when everything goes right, but when challenges arise. During one of the toughest moments in our company's history, we remained firmly committed to our customers, our responsibilities, and our promise to serve. We did not walk away from the challenge, and we never will. We will continue to demonstrate this commitment through transparency, accountability, and consistent execution in the days ahead.

To every customer who waited, supported, questioned, guided, encouraged, and stood with us — thank you. Your trust is the foundation upon which AlignBooks was built, and it will continue to guide our future.

The road to complete normalcy may still take some time, but our direction is clear, our commitment is unwavering, and our belief is stronger than ever. Together, we will emerge from this challenge stronger than before.

We look forward to serving you with renewed strength, deeper commitment, and an even stronger sense of responsibility for many years to come.

With sincere gratitude,  
Anand Jajodia  
Founder & CEO  
AlignBooks

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