



03.13.2020

To our valued clients,

As the Coronavirus (COVID-19) has increased impact on our communities, we want you to know what steps we are taking for business continuity purposes to meet both our commitment to our clients and to keep our employees and communities safe and healthy. We are continuing to monitor the virus situation closely and are adjusting our internal policies to respond to this rapidly-evolving situation.

The safety and wellbeing of our colleagues, communities, partners, and employees is the highest priority as we respond to the COVID-19 coronavirus. We have positioned our own business to be mobile and agile, which allows us to focus on managing our clients' portfolios.

After careful deliberation, we have made the decision to put in place a number of measures designed to combat the spread of the virus, and to safeguard the health of our employees, our clients, and the community at large.

Effective March 12, we are suspending all business air travel for our employees, and are strongly encouraging tele/web conferencing for all meetings. We are also suspending all in-office meetings and employee attendance at business conferences or other industry events and this will continue until the World Health Organization or Centers for Disease Control deem it appropriate to step back from pandemic precautionary measures or when a vaccine becomes available. We are offering our clients the option of phone or web conference meetings as an alternative to in-person meetings.

If there is a specific and urgent need to see a team member in person, we will do our utmost to make sure that we will be available. If needed, we are ready to deploy a work from home strategy and have tested technology for our teams so we can be fully functional.

We anticipate this policy will remain in effect until at least April 13. We will continue to monitor the situation, and as conditions change we will adjust our response accordingly.

We recognize that these policies will likely create some short-term challenges. We believe, however, that the societal benefits of an immediate and effective response to slow the spread of this virus will far outweigh the short-run costs.

We appreciate the trust and confidence you place in us on a daily basis and we remain confident that we will make it through this difficult time by utilizing good judgment, prudent decision making as well as patience. Please don't hesitate to contact us with any questions, and please check our website for updates as the situation evolves. As always our team will be available and responsive, and can be contacted by phone or email. We hope you and your families remain safe and healthy.

A handwritten signature in black ink, appearing to read "J. Ulrich", is positioned above the name of the Chief Executive Officer.

John Ulrich, Chief Executive Officer