

## CLIENT NOTICE

The health and well-being of our employees and continuity of service to our clients and their participants is our highest priority. In response to the evolving COVID-19 pandemic, we have already taken certain steps and are reviewing additional action as we continue to monitor developments.

Some of our preparations include:

- Advising employees to take preventive action such as:
  - Social distancing including virtual communication in lieu of in-person interaction.
  - Practicing proper hand hygiene.
  - Practicing respiratory etiquette.
  - Prohibiting the general public from entering our offices.
  - Avoiding social gatherings.
  - Avoiding discretionary travel (including business travel), shopping trips and social visits.
  - Avoiding eating at bars, restaurants and food courts, use drive thru, pick-up or delivery.
- Asking our office cleaning vendors to come more frequently and specifically clean door handles, surfaces, etc.
- As an important business partner we want to maintain good communications but, in an effort to restrict access to our offices, we are asking you and your participants to contact us via telephone or preferably by email in lieu of visiting the office. Instead of visiting our office to pick up checks, ship forms, etc., we encourage participants to arrange for us to mail these items to their homes. Likewise, we suggest that, whenever possible, participants access documents and information on client websites rather than visiting the office. If an office visit is required, the participant will not be allowed beyond the reception area. If you call, leave a message if you don't get through to a representative right away.
- As of this writing, none of our offices are under mandatory quarantine. Nevertheless, in the event of a partial or total quarantine, employees who are able to work from home have been identified and will be asked to do so as the situation warrants. Some of the services we provide to you may be subject to unforeseen disruptions. We are analyzing the best practices to overcome these issues.
- We are in communication with representative of the union members of our workforce in order to develop a coordinated response with regard to work/pay issues.
- We are asking all employees to review our HIPAA Privacy and Security policies.

We take the COVID-19 outbreak seriously and recognize the importance of minimizing the spread of the virus while continuing to provide services to our clients. We will closely monitor the situation and evaluate additional measures, as needed to support our employees and clients. In the meantime, should you have any questions or concerns please do not hesitate to reach out to us.