



March 13, 2020

To our Valued Clients and Partners,

Like most Americans, we continue to follow the most recent developments related to the COVID-19 virus, from our local, state and federal health officials. We realize that this situation has been concerning, and has already affected the way we live our daily lives. Our promise to you in this difficult time is that we are here to serve you and will continue to provide the same level of service you have come to expect from us.

The health and safety of our customers, employees, their families and our communities is our foremost concern. Having said that, we've temporarily banned all business travel for our employees, visitors in our building, and are not allowing off-site meetings at this time. We will be using the technological resources at our disposal. Despite the fact that our team will not be available in person, please know what we have made the necessary arrangements to serve you via phone and email.

Insuramax has invested in the ability for our employees to work remotely for a period of time, and we are prepared to continue to serve you in this time of need. While we're not requiring our associates to work from home, we're encouraging them to do the right thing for themselves and their loved ones. This is especially true for our employees who have minor children, and will not have access to childcare for the foreseeable future due to local school closings.

Whether our employees are in the office, or working remotely, we will continue to provide responsive, high-level service to you. Our team looks forward to speaking with you and we encourage you to please reach out to us should you need anything.

Our Insuramax team is prepared to support you during this difficult and challenging time. Thank you for your continued partnership. Please stay vigilant and safe, and we look forward to seeing you soon.

Sincerely,

Russ Wardlaw

President