

Our Commitment to You During the Evolving Coronavirus Pandemic

Dear Valued Clients:

Like you, we have been closely following the evolving coronavirus (COVID-19) pandemic over the last few weeks. We are proactively assessing the impacts on our clients, employees, suppliers and partners.

Our top priority is to maintain the health, safety and well-being of both our clients and our employees, as well as that of our numerous suppliers and partners. Therefore, we have initiated the following:

1. We have postponed all large group events until further notice;
2. After taking the proper precautions we will continue to meet in-person with prospective and current clients, as travel allows and in accordance with our clients' individual preferences;
3. We will continue to leverage our video conferencing and webinar capabilities to conduct meetings, share virtual reality tours, and offer educational opportunities;
4. We are taking steps to ensure that our supply of materials continues un-interrupted.

Along with our parent company, PFB Corporation, we are taking proactive steps to ensure that our employees' health is protected to the best of our ability. On that front, PFB has established a corporate Emergency Response Taskforce that will establish policy and procedures designed to respond quickly to developments on a wide range of fronts to protect our employees, limit the spread of the virus, and minimize any potential for disruption to our operations and clients.

We are continuously monitoring coronavirus updates on the U.S. [Centers for Disease Control](#), [Canadian Public Health Agency](#), [World Health Organization](#) and other governmental websites, in order to comply with all relevant recommendations and directives. In the coming days and weeks, we will continue to make appropriate changes to our client facing policies and operations as may become necessary, with the goal of minimizing any impact or disruption to our valued clients.

We will continue to communicate on a regular basis. Of course, should you have any questions or concerns, we invite you to contact us directly via email or telephone.

Sincerely,



James L. Banner
President, Insulspan