



March 16, 2020

With regards to the current coronavirus (COVID-19) climate, DeGroot Management Services, Inc. would like to let you know we are taking this very seriously and that we are enacting best practices for our staff's health and well-being, while still maintaining operations in the manner which our clients have come to expect.

The following measures have been taken thus far with more to follow, should the need arise and a business continuity plan is enacted.

- All authorized employees will have secure access to DMS systems via web browser and HTTPS connection.
- If the need arises from inter-office or as per recommendation from NY State Department of Labor or the NYS Governor's Office, all DMS, Inc employees who are able to work from home will be doing so, if needed.
- All employees that will work from home will use our secure VPN and redundant firewalls to access our systems. All data and processes are secure and require complex and unique passwords while using encrypted emails as needed.
- We will be monitoring the situation and will also continue to update our website (www.degrootmanagement.com) with any changes from Local, State, and Federal Government.
- Given the nature of our business, our mail must still be sorted and processed in our office.
- We can open, securely scan, and index documents and get this information to our staff (if working from home) and, in turn, to pass on to our clients.
- Compliance with best practices as outlined by the CDC are being observed and each of our mail processing centers has taken extra precautions to ensure disinfectant and anti-bacterial products are used diligently.
- The bulk of our claims are now transmitted electronically, via SIDES.

We will continue to monitor the situation on a daily basis and will continue to be available for our clients over the phone and via email.

A handwritten signature in black ink, appearing to read 'G. DeGroot', is positioned above the typed name.

Garrett DeGroot
President, DeGroot Management Services, Inc.