



March 18, 2020

Ref: ARCSys Coronavirus (COVID-19) Response

Dear Customers,

As the coronavirus (COVID-19) situation continues to evolve and impact our communities, ARCSys is guided by two key goals: safeguarding the health of our employees, their families as well as those we interact with and secondly serving our customers to the best of our ability. Rest assured we are following best practices as provided by the CDC and local public health officials for our associates. We are encouraging remote work whenever possible and practical and employees experiencing any symptoms or illness are directed to self-quarantine and work with their medical providers for treatment and analysis of their situation. ARCSys regularly has employees who work from home and all employees already have the ability to work from home. We have suspended corporate travel and we are monitoring and conducting internal meetings based on need. The majority of our meetings with clients occur in a virtual meeting space today so no significant changes will need to be made due to the virus. While this process may not be as efficient as our current processes we do not expect any material changes to our service and response times.

We are focused on joining in the national effort to slow the spread of COVID-19 and like many organizations we are “practicing an abundance of caution” when it comes to protecting our communities. As we gather new information we will continue to use these goals to guide our best judgment.

If you have any questions on how or if our practices and policies may affect your service or our ability to address your needs, please do not hesitate to contact us.

Thank you for your support and understanding as we all move to contain and work through this developing situation.

Sincerely,

Michael Umscheid  
President/CEO  
ARCSys