

## Putting clients first.



First and foremost, we continue to pray for the safety and well-being of our valued clients, employees and everyone impacted by the coronavirus (COVID-19).

There have been a lot of developments since our last AndCo operational and service update on March 16<sup>th</sup> and we felt it important to apprise you on how recent events have impacted our business, and more importantly, our service to you - our valued clients. State and local officials in locations where AndCo has offices (Florida, Texas, Ohio, Illinois, Pennsylvania, Michigan and Nevada) have mandated stay at home orders and/or closures or reduced office hours for non-essential businesses. As a result, all of our physical offices have closed around the country.

What does that mean for you? We believe there will be minimal impact.

From the outset, AndCo was equipped for all employees to work remotely, if necessary, as part of our Business Continuity Plan. In fact, since March 12<sup>th</sup>, the majority of our firm has been working from home to practice social distancing. With these recent government mandates going into effect, the balance of our firm will now work remotely until the mandates are lifted. Our remote capabilities have been well-tested over the past two weeks and we're happy to report that we have experienced very few issues and maintained normal productivity across the firm. Along with remote technological connectivity, all team members are in regular contact with peers and their supervisor for engagement, clarity and context regarding their job responsibilities.

Our teams continue to communicate with investment managers, recordkeepers and other service professionals on a day-to-day basis. We maintain full engagement through a combination of email, telephone and video conferencing. Even though the world is facing new and daunting challenges, we remain steadfast in our responsibilities to serve you.

We have heard the changes and challenges you are going through both professionally and personally. Clearly, individuals and institutions are facing extraordinary circumstances. Lives have been disrupted, the workplace has evolved, and the financial markets have been turned upside down. Through it all, AndCo has rallied together and continues to help our clients weather this storm. The AndCo team remains optimistic, enthusiastic and committed to providing high quality, objective advice. We realize that you need your service partners more than ever during volatile times, and our team members are unwavering in their commitment to serve. I'm honored and humbled to watch and experience it daily.

We firmly believe that the best way to persevere in unique and uncertain times is by coming together. To that end, as we go forward together, if you have any questions regarding our services or how to get information from AndCo, please reach out to your lead consultant. We are available anytime and we stand ready to help!

Continue to be safe, be well and please contact us if you need anything.

Thank you!

**Mike Welker, CFA®**

Chief Executive Officer