



March 18, 2020

## **Our Response to COVID-19**

Dear Partners,

Signature Risk has always been focused on leveraging technology to allow us to work smarter and respond to your needs quickly and efficiently. When we initially began building out these systems and capabilities we had no idea that they would one day be tested by a worldwide pandemic.

Last week as the COVID-19 virus began to take hold in North America we proactively decided to close our offices. The entire Signature team began working remotely on March 12th and I am proud to say that since that time we have continued to operate flawlessly with no impact to our response time and service.

Current headlines paint a picture of a world where uncertainty and fear are the dominant themes. There is no shortage of questions surrounding this virus and how it has the potential to touch all aspects of our lives.

We want you to know that Signature is here to help. Our investments in technology and infrastructure are equipped to operate remotely and seamlessly in a secure environment. Our systems are in place and working as designed which has allowed us to continue meeting your needs while ensuring the safety of our team.

We continue to monitor the situation very closely and we want you to know that we take our commitment to you very seriously. Thank you for your trust and confidence in us and if you have any questions or concerns I invite you to call us at 1-800-260-9921.

Finally, on behalf of all of us at Signature Risk, we hope that you and your loved ones remain safe and healthy.

Sincerely,

James Grant  
President + CEO