



March 16, 2020

Important Notice to all our Clients, Vendors, Underwriters and Partners.

We have been closely following the Covid-19 developments and observing precautionary measures other businesses and firms are conducting. The health and safety of our employees, clients and families is our highest priority.

Our parent company, Alera Group, has been very proactive and supportive of everyone's efforts to limit the impact of Covid-19, and has put in place certain measures to help us limit the impact this could have on our employees, our clients, their employees and their businesses.

Effective immediately, we are working diligently to put plans in place to allow our employees to work remotely from home. TriSure employees are prohibited from travel by plane, train and subway and discouraged from any in person meetings that should be handled electronically and/or via teleconferencing. We have closed our office to all meetings. The scale and complexity of these measures are new and unprecedented steps for TriSure and we ask your patience and cooperation as we move forward with our implementation. Our end goal is to provide all our clients with the same level of response and attention without any undue interruption in service. However, we need your assistance to help us attain this level of service.

Please give us as much lead time as possible for specific requests such as bid bonds, final bonds, certificates of insurance, contract reviews, etc. We understand that unexpected things occurs, but in these times some early warning is a precious commodity to all of us.

Secondly, if you do email us and do not get an acknowledgment in the first few hours, do not hesitate to pick up the phone and call our direct and cell numbers. We are diligently working with our IT personnel to address systems and telephone issues of working from home, and I am confident we will find solutions quickly.

Our goal is to remain "business as usual" during this difficult time so that we can assist you in doing the very same with your business.

Thank you for your continued trust and confidence in TriSure. Stay safe and healthy!

Sincerely,

John L. Cramer, AAI, CIC
Managing Partner