

IMPORTANT COVID-19 UPDATE

WE ARE OPEN FOR BUSINESS AND HERE TO HELP

As the COVID-19 pandemic continues to evolve, rest assured that Conner Strong & Buckelew is fully operational and continuing to provide the same level of service to our clients that we have done in the past. 100% of our professionals are set up to work remotely and most have transitioned to work from home. The transition was seamless, and we have and will continue to provide uninterrupted service to our clients so critical business operations can continue.

As a reminder, when working remotely, our team members use a secure, virtual private network (VPN) which provides an identical environment and the same access as being in the office.

If you need to reach members of your Conner Strong & Buckelew account team, please use the same phone numbers and email addresses you have used in the past. All office phone numbers have been forwarded to mobile phones, and email and other systems are up and running and accessible as usual.

We realize the current situation raises many questions. We are issuing frequent updates to help keep you informed as information becomes available. Please visit our <u>COVID-19 Resource Center</u> for more information. For your convenience you may also contact our senior leadership.

Wishing you health and peace as we navigate this challenging period together.

Senior Leadership

| NAME | TITLE | EMAIL |
|------------------------|---|-------------------------------|
| George E. Norcross III | Executive Chairman | gnorcross@connerstrong.com |
| Joseph Buckelew | Chairman | jbuckelew@connerstrong.com |
| W. Michael Tiagwad | President & CEO | mtiagwad@connerstrong.com |
| John F. Muscella | Chief Financial Officer | jmuscella@connerstrong.com |
| Susan D. Hudson | Managing Director | shudson@connerstrong.com |
| Heather A. Steinmiller | Managing Director, Claims & General Counsel | hsteinmiller@connerstrong.com |
| Terrence J. Tracy | Managing Director, Executive Vice President, Major Accounts | ttracy@connerstrong.com |
| Joseph M. DiBella | Managing Director, Executive Vice President, Employee Benefits | jdibella@connerstrong.com |
| Harry R. Johnson | Managing Director, Construction Practice Leader | hjohnson@connerstrong.com |
| Franz Wagner | Managing Director, Major Accounts | fwagner@connerstrong.com |
| Timothy J. Gosnear | Managing Director, Major Accounts | tgosnear@connerstrong.com |
| Daniel S. Brettler | Managing Director, Life Science Practice Leader | dbrettler@connerstrong.com |
| David Grubb | Managing Director, PERMA Practice Leader | dgrubb@permainc.com |
| Kristine Klepper | Managing Director, Benefits Practice Leader | kklepper@connerstrong.com |
| Tammy L. Brown | Managing Director, Benefits Practice Leader | tbrown@connerstrong.com |
| Scott Davenport | Managing Director, Public Entity & HIF Practice Leader | sdavenport@connerstrong.com |
| Phyllis Saraceni | Managing Director, Compliance and Audit Practice Leader | psaraceni@connerstrong.com |

