



Message from Specialized Trust Company's COO Keith Marsh

Amid the emerging health care concerns surrounding the coronavirus (COVID-19), we wanted to provide you with the following insight regarding Specialized Trust Company's response and readiness to do our part to help stop the spread of this virus.

First, we are closely monitoring the latest reports from the Centers for Disease Control Prevention (CDC), along with local, state and regulatory agencies.

Many companies in the financial service sector have implemented business continuity plans to maintain all critical functionality and operations. Specialized Trust Company's goal is to minimize or eliminate business interruptions.

During these unprecedented times, our commitment to providing excellent service remains our top priority.

Specialized Trust Company remains committed to the health, safety and well-being of our employees. In addition to providing our employees with ways to avoid becoming ill, plans are currently in place to minimize the risk of disease transmission. All non-essential employees are now working remotely. We have spread our remaining employees out to allow for a minimum of 300 square feet of space between desk location verses the normal cubicle layout that most businesses have for their employees.

We have increased our daily cleaning services to be done multiple times a day. In the evening, all the touchable work station areas will be cleaned and disinfected, as well.



We have looked outside of our industry to find best practices from other corporate businesses and healthcare providers. We have contracted Certified Nursing Assistants in order to complete similar daily employee wellness checks that nursing homes are now conducting on their staff members. These daily checks will include completing a symptom checklist and temperature assessment on all of our employees. We have established action plans for any employee that may not meet the wellness check requirement. Other measures regarding daily cleaning and best practices as recommended by the CDC have been enacted, as well.

We continue to monitor the situation and will act appropriately. You can get the most accurate, up-to-date information about COVID-19 at cdc.gov or from your local health department.

Thank you for your continued business.

With best regards,

Keith Marsh – Senior Partner & COO