

May 06, 2020

To all of our Clients and Friends,

On behalf of all my colleagues at Cary Street Partners, we hope you and your loved ones are well and staying healthy during these unusual times.

As the country and states prepare for additional businesses to reopen and people to circulate more, we look forward to a return to fully-staffed offices and welcoming you back in to see us. At the same time, the health and safety of our clients and employees remains at the forefront of our minds. We want to be thoughtful in how we bring people back to our offices.

Before you visit us, we want to share with you the precautions we are taking in our offices and what to expect upon your arrival:

- Health Screenings – On a daily basis, we are asking employees and visitors to the offices whether they have known symptoms of COVID-19 or have been exposed to someone with a confirmed case of it. We are also taking individuals' temperatures using a no-touch digital thermometer. Individuals who are symptomatic or have a temperature greater than 100°F will be asked to leave the office. If you are experiencing any symptoms of COVID-19, please call your financial advisor to reschedule your meeting rather than come to the office.
- Contact Tracing – We keep daily logs of employees and visitors to the offices so that in the event of a future COVID-19 case, we can identify those who may have been exposed.
- Social Distancing – For the time being, we are limiting visitors' office access to our conference rooms. You may also notice we have maximum capacity signs posted to help us maintain the 6' social distancing recommendations.
- Cleaning – We have regular disinfecting cleanings to the offices and we wipe down our conference rooms after each use.
- Remote Work – We ask employees who are in a high-risk category, such as those with an underlying medical condition or 65 years of age or older, to work remotely and limit their exposure to the public.

In developing our branch protocols, we drew upon federal and state guidelines as well as recommendations from the Centers for Disease Control ("CDC"), Occupational Health and Safety Administration ("OSHA"), and other agencies. We will continue to monitor developments in the COVID-19 outbreak in each of our markets to keep evaluating and improving our practices.

Please reach out with any questions about our branch practices or if we can be of service. We appreciate you and the confidence you have placed in us for your financial services and hope this letter provides you with assurance of our efforts to care for your health and that of our employees.

Joseph R. Schmuckler



Chief Executive Officer

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