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Dear Valued SVA Client,

SVA Professional Services and all of its affiliate entities have been monitoring the news about the Coronavirus (COVID-19) closely to determine what that may mean to our employees and clients.

The SVA offices will remain OPEN during normal business hours and be vigilant in delivering high quality service to our clients. However, out of concern for the safety of our employees that work in our offices or those of you who visit our SVA locations, we are taking several precautions:

- SVA instituted the Centers for Disease Control and Prevention (CDC) guidelines for workplace readiness several weeks ago.
- SVA is encouraging social-distancing practices and strongly recommending to our team members to abstain from attending group gatherings until further notice.
 - Note: All information on how to protect yourself and others is found on the CDC website. <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- We are cancelling our upcoming SVA hosted in-person educational events until further notice.
- We are restricting all non-essential employee business travel.
- SVA has made a significant investment in highly secured technology to enable our employees to work remotely.
- Whenever possible, client meetings will be conducted via a conference line or a phone call.
- To send documents electronically to an SVA entity, please use the following:
 - CPA Firm Clients – Use this ShareFile link: <https://sva.sharefile.com/re06b72e3ecc49ae9>
 - Please use email or other electronic means to deliver documents to your SVA professional.
- Madison Clients – Our SVA office has an after-hours repository at our back door where clearly identified documents may be dropped.

SVA's Mission in guiding our business decisions every day is to Serve People Better. Our core values stipulate that we are an organization that cares first for the well-being of our clients and employees.

Our executive leadership team agreed that during this time we must first act in the best interest of the communities and people we serve and have a corporate responsibility to do so.

If you have questions or concerns, please contact your SVA professional.

Kind Regards,

John Baltes, CEO

SVA, A Professional Services Company 1221 John Q. Hammons Drive Madison WI 53717

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