



Date: May 20, 2020

KerberRose has always taken great pride in our responsiveness and accessibility, and we know your safety is even more important – as is the safety of our team members and communities. KerberRose is committed to the health and well-being of our clients, team members, and communities. As part of our safety efforts, KerberRose is continuing to take a “people-first” and flexible approach, and “ease” team members back to work to prioritize the safety of our team members, clients and communities.

Office Hours

Office hours as of Tuesday, May 26, will be:

- Monday – Thursday: 8 am – 5 pm
- Friday: 8 am – Noon (Meetings can be scheduled by appointment only. We are doing this to create more safety for team members).

In the event you prefer to continue social distancing, we are available to serve you through a variety of methods to ensure your service and communication needs are met. We have several options:

- **KerberRose Client Portal:** This can be easily used for communications and exchange of materials. Access to the **KerberRose Client Portal** can be accomplished by:
 - **Registered Clients:** Go to www.kerberrose.com and look for the Client Portal link at the top of the page to enter your login information.
 - **Unregistered Clients:** If you do not currently have a Client Portal set up, please call your local office and ask for assistance setting this up; or email your KerberRose representative for assistance to set this up.
- **Phone or Email:** Call or email us anytime at the main local office number; or if you call your KerberRose representative and receive their voice mail, please leave a voice message and they will promptly return your call.
- **Video Conference:** If you prefer video vs. phone, we are happy to do a video conference and can help you with this set-up. Email your KerberRose representative to help get this set-up.

Client Meetings & Safety

To respect your continued safety, as well as our team members', client meetings may continue to occur virtually if this is preferred, and we can also meet at KerberRose or your office if mutually agreed to. We want to respect everyone's individual comfort/safety level with returning at this time because we understand some clients and team members may have specific needs, as well as continuing to follow social distancing.

Our team members have access to masks and gloves, and we also have these available at all KerberRose offices should you want them if/when visiting our office. We also have specific cleaning/sanitizing procedures in place at all offices.

KerberRose Commitment to Clients, Team Members & Communities

Two of KerberRose's core values are respect and community oriented. Because we have such high respect for others and our communities, we are choosing to continue to take proactive, preventive and precautionary measures to ensure the safety for you, our team members, and our communities; rather than risk the safety of our clients, team members and communities.

Thank you again for your continued business and trust in us, and please contact your KerberRose representative with questions. We wish you and your loved ones continued safety and prayers.

Respectfully,

KerberRose