



Title: Our Responsibility to Our Employee and Customer Health

Important COVID-19 Update from Questco

We are continuing to closely monitor developments of Coronavirus (COVID-19). We want you to know that the safety and well-being of our employees, our clients and the community is one of our top priorities. Questco would like to share with you the actions we are currently taking to keep our employees and community healthy, while still ensuring our continued excellence in customer service for you.

WHAT WE ARE DOING NOW

- Greatly limiting in-person meetings. This includes meetings such as, benefits enrollments, in-person onboarding meetings, instructor-led training sessions, service review meetings, onsite client visits and other similar meetings that place people in close contact with one another.
- Cancelling all unnecessary business travel and nonessential meetings.
- Putting procedures in place to ensure employees can and will be working remotely.

HOW WILL THIS IMPACT YOU?

- In-person meetings will be conducted virtually.
- Effective March 18, 2020, Questco has instituted a remote work plan for our workforce. Even though our employees will be remote, you will receive the same excellent service for your payrolls and all your service needs. Other than the potential change in some background noises, you should not experience any differences with our service delivery!
 - All employees have been given the latest technical equipment (laptops, tablets, etc.) that they will need to efficiently perform their job duties from the safety of their homes. And we have outfitted our employees with appropriate remote technology support, consistent with our privacy and security policies.
 - Questco offices will maintain limited, on-site staff to administer mail, check processing and overnight delivery services, phone calls, etc. to ensure uninterrupted client service.
 - As a client, you can continue to contact your Payroll Processor or Client Success Manager the same way you always have. Phone numbers and email addresses are the same and our system will route your call or email directly to the correct person.
 - You can also call our Care Team at 888-595-8968 for any assistance you may need.
 - Virtual meetings and video calls can also be set up as needed.
- As we continue to roll-out our procedures for telecommuting, please note there could be delays due to technology issues. We appreciate your patience while we work through our new virtual setup.

Our goal is to make your interactions with us as comfortable and effective as possible. Just like we always have.

Questco will continue these actions and will take whatever additional steps are necessary to ensure that we are serving as a responsible corporate citizen and maintaining the health and well-being of our greatest assets – our clients and our employees.

Be well and stay healthy!