

These past several weeks have generated concerns on how to respond and manage ongoing developments related to coronavirus (COVID-19). We wanted to connect with you and share Benefit Administration Company's (BAC) plan and ease any concerns you may have.

On behalf of the BAC family, I would like to assure you that the health and safety of our team members, clients and community is our top concern. With this in mind, we are committed to the same high quality and timely service you have always experienced with BAC.

As a result, we have implemented a Business Continuity Plan for this unique situation which includes:

- **Protecting our employees and customers:** Our team is monitoring the situation daily and following recommendations from the U.S. Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and local authorities such as the King County Department of Health. We are following recommendations from the CDC and state government to practice social distancing.
- **Business Continuity:** We want you to know that our services will be uninterrupted during this time. We have a business continuity plan in place to serve our clients. Our operational structure allows most BAC team members to work remotely. Our goal is to ensure the essential services of our business operations continue uninterrupted.
- **Our participant platform will continue to be available to participants 24/7.** It has no dependency on any of our physical offices and our infrastructure is redundant, allowing you to continue having access to your account.

In addition, our Customer Service team will remain available to support you during normal business hours; Monday-Friday, 8:00 AM - 5:00 PM PST. We can be reached at 206.625.1800 or (toll free) 800.967.3709.

Please know we are here to answer your questions.

Tim Hill
CEO

Paul Moyer
President

