



Dear Friends and Clients

As we are in the midst of what is now referred to as a global pandemic, I'd like to share a few words of assurance.

About Financial Northeastern Business Continuity Plan

As we continue to monitor the COVID-19 outbreak closely, [the health and well-being of our clients, colleagues and their families are of utmost importance to us](#). We have been proactively communicating with our colleagues about common-sense hygiene practices to limit the spread of illness-carrying germs, and asking anyone who is not feeling well to work from home.

If an outbreak results in office closures in any of our geographies, rest assured that we have a business continuity plan in place that will enable us to provide you with uninterrupted service. As part of our tech-forward culture, we provide the tools and technology which allow all Financial Northeastern team members to work remotely effectively, continuing to be responsive to your business needs throughout any potential office closure or quarantine.

For the past 35 years, Financial Northeastern has been committed to helping our Clients, our People and our Communities to **Be in a Position of Strength**. Together, we can get through these challenging times.

Regards,

A handwritten signature in blue ink, appearing to read "Steven Zage", is written over the typed name and title.

Steven Zage
President