

COVID-19 – Important Update on Cypress Operations

With the evolving COVID 19 health emergency, Cypress is following recommendations by government health officials to assist in slowing the spread of the virus. Our first concern is the safety and health of our employees, our clients, and our community. We have a responsibility to ensure that our organization can continue to provide you its services while providing safe working conditions for our staff.

At Cypress, we are taking necessary and precautionary steps to protect staff and ensure the organization's business continuity. As of March 23rd all staff will be working from alternate locations in an effort to reduce risks associated with social interaction. Provisions have been made to collect any physical mail delivered to the office. We have a comprehensive and tested Business Continuity Plan in place that has been activated.

We endeavor to provide the same level of service that you are used to, however, we ask for your patience and understanding as we prioritize requests that are the most time-sensitive, while still responding to your on-going needs and requests.

We will continue to monitor the situation and encourage employees to protect themselves.

For the next few weeks at least, the best way to contact your Portfolio Manager, your Portfolio Administrator or any other Cypress team member is **via email**.

In the meantime, if you have any questions or concerns, I invite you to email me directly at jwood@cypresscap.com

We wish everyone good health as we all do our part to slow the spread of COVID 19 in our communities.

Jennifer Wood
Director of Operations
Cypress Capital Management Ltd.