



March 20, 2020

Dear Valued Client,

The Coronavirus is on everyone's mind with the effects being felt around the world. At Alerus, there is nothing more important to us than the health and safety of our clients, employees and communities. Please know we're taking all necessary measures to safeguard the communities we live in and the clients we serve, including following all recommended best health practices around social distancing.

Let us assure you that Alerus is operating at full capacity with no service disruptions at this time. We have successfully deployed our pandemic and business continuity policies. With a commitment to do our part to reduce the spread of COVID-19, we have established the following business practices:

DURING THIS TIME:

Travel restrictions have been placed on all Alerus employees to support social distancing. In lieu of in person meetings, we are encouraging interaction with clients and team members through virtual mediums such as video conferencing, webinars and WebEx. Client service team members will be in contact with plan sponsors to coordinate meeting rescheduling for the near term.

We ask that plan sponsors and participants interact with Alerus electronically in an effort to avoid potential delays. The benefits of eDelivery are countless, including more timely and secure handling of private information, with electronic delivery of quarterly participant statements, confirmations, and the like. To accomplish this:

- We ask participants to provide and update their email address upon login to My Alerus. Participants may update their email preference at any time online.
- In addition, if not already in place, we ask plan sponsors to send participant corporate email addresses on their routine contribution file. Please work with your payroll provider to include corporate email address information if not already included and notify your Alerus representative when changes are made.

While participants can rest assured all transactions (including loans and distributions) will continue to be processed in a timely manner, we encourage these requests to be distributed electronically to avoid potential mail delays.

Our investment and trading operations continue as usual. The markets are volatile and participants may be concerned about the impact of COVID-19 on their retirement accounts. Participants can view balances, performance, prices, and transaction history online and use our financial fitness tools to see how they are doing. Please continue to remind participants to invest for the long term and encourage them to avoid the impulse to react to market volatility. [Here is a link](#) to an article you can provide to your participants. Our Client Service Center is also available to respond to general questions or concerns.



Through these unprecedented times we want our message to you to be clear. Our clients are key to everything we do, we are here for you, and we stand prepared as your strong business partner. We thank you for your ongoing trust in us and will continue to give you updates as relevant changes occur.

Sincerely,
Alerus Retirement and Benefits