

As a valued friend and client, I appreciate the trust you place in us and our people. Our clients and their goals and priorities are our mission and our livelihood.

I want to personally update you on the situation with COVID-19 (the coronavirus) and the steps we are taking to ensure ongoing support and communications during this extraordinary time.

The metropolitan areas of Kansas City and St. Louis have declared a stay-at-home order, with exceptions for essential services as well as companies who are required to meet legal deadlines. **We will continue to operate at full capacity, but with some staff routinely working remotely from home.**

At this point our Austin office is under no restrictions, and that office is fully staffed and functioning. If there are any changes to status, we will update you as soon as possible.

Hause Actuarial has been preparing for this scenario. We have already initiated work-from-home capabilities for all employees and have been operating at full capacity during our trial phase. Those employees who have close relatives who are either high-risk, or have jobs that involve contact with high-risk individuals, have been working from home.

To ensure that you always have access to us and our services, we have initiated several steps to ensure contact.

1. All employees have the capacity to work from home using a VPN connection to a dedicated server worksite. Client data and access to all our software is behind a very secure firewall and available to the employees as though they were in the office.
2. All employees will have the ability to receive work-related e-mail on their cell phones. **E-mail continues to be a major part of our client communications and is the best method of contacting us or arranging a later phone call.**
3. Our central phone system has a feature by which you can select an employee's extension to either leave a voice mail or – in some cases, the extension will roll over to that person's cell phone.
4. Once you get to the extension, if prompted, please leave a voice mail message. An email will then be sent to the employee with an audio attachment that will allow that employee to listen to the voice mail and respond accordingly.

We understand that our services and availability are important, and therefore our business and contact with you cannot stop. If you need us, we are here. I cannot say what the end of this crisis looks like, but we will do everything in our power to minimize the disruption to our continued services.

Best wishes,

Chris Hause, President

For your easy reference, E-mail list for all employees:

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