



To our clients, our vendors, our advisors and our trusted partners:

We want to let you know how we are dealing with the potential effects of COVID-19 (coronavirus) and how it may impact our interactions with you.

The health, safety and well-being of our employees and our clients come above all-else. The GreatBanc Trust Company core values statement provides that “our employees are our lifeblood” and “our clients are our oxygen.” We believe that the best way to promote the safety and well-being of our employees, clients, advisors and trusted partners is to do our part to attempt to mitigate the spread of this virus by following the recommendations of top federal, state and local health officials.

Therefore, we have instituted a business travel ban for our employees until further notice. We have not distinguished between “essential” and “non-essential” business travel. This means that your GreatBanc Trust Company representatives will likely be conducting all meetings with you either by telephone or virtual meeting rather than in person until the time that we feel it is appropriate to lift this ban.

Further, we are encouraging our employees to work remotely. We are doing this to limit the number of personnel in the office at any time so that we can practice the “social distancing” recommended by top health officials. Our office in Lisle, Illinois will remain open for the time being, but we expect that there will be few people in the office each day.

We believe we are well positioned to maintain service levels to your account(s) in a seamless way at levels that you have grown accustomed to. We do not anticipate any service interruptions to your account(s). We have a business continuity plan that has been reviewed and tested by our regulators, our auditors and by other unforeseen events that have occurred over the years.

We are in the process of discussing and evaluating other issues that may arise such as office disinfectant protocol and employee health evaluations. The myriad of issues presented by this pandemic are quickly evolving and changing. Please know that we are working diligently to remain as prepared as possible for scenarios that may present themselves.

As always, if you have any questions or concerns, please contact us.

Thank you for your patience and understanding. We are all in this together.

Best,

James Staruck
Chief Executive Officer and President

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