

Northwood Family Office
130 King Street West
Suite 2250, PO Box 245
Toronto, ON M5X 1C8

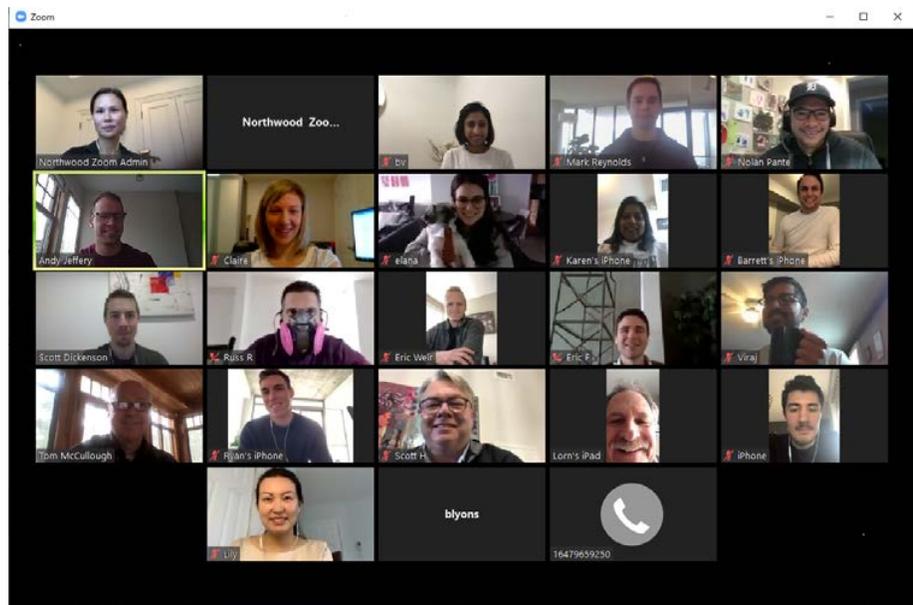
April 2, 2020

As the COVID-19 situation grows more complicated around the globe and social distancing becomes a normal part of our daily routine, I hope you and your loved ones are safe and healthy during these turbulent times.

We would like to provide the following updates on operations during the past week:

- Our team continues to expand! We are pleased to announce that Robert Klrite will be joining the Operations team as a Trading Administrator early next week. This is a newly created role to address the trading capacity requirements as our client base continues to grow.
- We are currently in the process of remotely onboarding a new client. Although some of the procedures of how we operate have changed in this new virtual environment, for the most part it is still business as usual at Northwood.
- In the past few weeks, we have been using the Zoom video conference tool to conduct some of our client meetings on a test basis. The feedback has been very positive and we will be offering clients the option of conducting some of their meetings with Zoom moving forward. The process to use Zoom is quite easy – Northwood will send a meeting invite by email with a link for you to access the video conference and you simply follow the link.

- With everyone now working remotely, the social aspect of being in the office has been missed. As such, last Friday afternoon we hosted our first virtual firm social event via Zoom and it was a great success. We shared some good laughs as we played on-line trivia games as a team. You can see the picture of our shining faces here.



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We know everyone is looking for a reason to smile during these very difficult times. Here are two heartwarming videos of families doing their best to have a bit of fun in a tough situation:

- ['One More Day' from Les Mis \(Family Isolation Version\)](#)
- [Dad's Dinner Party](#)

In addition, we have included a report below of Global Sentiment prepared by IMI International, a globally recognized marketing consulting firm, that you may find insightful:

- [IMI NextWave COVID-19 Wave 3 Global Sentiment](#)

We will continue to monitor the COVID-19 situation diligently and will provide ongoing timely updates. Please don't hesitate to call or email us if you have any concerns.

Sincerely,

Tom McCullough

Chairman & CEO

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