



Northwood Family Office
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As news about the coronavirus (COVID-19) outbreak dominates the headlines, we continue to closely monitor the situation and its impact on our clients, employees, industry and daily operations.

We are living during extraordinary times and have been operating under our Business Continuity Plan for a week, as of this morning. I wanted to take the opportunity to update you on our operations after our first week of this new working environment.

- We have robust technology systems in place and we are able to access them remotely and securely to provide you with uninterrupted service. To date all has been working well and staff have been able to operate with only limited challenges.
- The management team has been holding daily conference calls at 9:00 each morning to ensure that we remain ahead of any potential issues and sort through the logistics of operating the firm remotely.
- We are holding a virtual staff meeting every other day to allow employees to address client issues and solve any challenges of our new work environment together.
- We have been proactively reaching out to investment managers for their views on the changes occurring in the markets, and remain confident in their abilities to navigate the rapidly changing environment.
- We are proactively reaching out to clients to talk about their individual plans, and the impacts of recent events, and are happy to hear from you anytime as well.

As the situation continues to be fluid, we remain dedicated to keeping you informed and will share more updates as we have them. If you have any questions, please don't hesitate to contact me or your Northwood representative.

Sincerely,

Tom McCullough
Chairman & CEO
Northwood Family Office

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