



March 16, 2020

As the COVID-19 situation continues to evolve, we're dedicated to helping you stay healthy and informed. Your personal and financial health are important to us and we want you to know we're taking every necessary precaution to protect you and our associates while continuing to provide advice and guidance regarding your financial needs without interruption. We have implemented our Business Continuity Plan in response to COVID-19.

We have implemented our work from home program, which allows Umpqua Investments to be fully functional as our associates work remotely.

Our plan was created to reduce any business disruption, protect our associates and allow us to continue to the same level of service, advice and guidance.

Visit our website at www.umpquainvestments.com/ for all the following. We are here via technology, as opposed to face-to-face during this time to continue to meet your needs:

- **To Reach Umpqua Investments:** Use the "[Contact Us](#)" drop-down.
- **To Reach Your Financial Advisor/Umpqua Assist/or Our Team for support:** Use the "[About Us](#)" drop down for contact information. We are ready to assist you.
- **Access your account 24/7:** If you have not signed up for online access, do so by clicking "[Account Access](#)" and have access to your account any time of day.
- **Electronic Funds Transfer Service (ACH):** We encourage our clients to set up electronic funds transfer service (ACH) to allow funds to be transferred electronically between your UI and bank accounts. It's secure & convenient. Talk to your Financial Advisor or their assistant.

Protect Your Personal Health

Here are a few tips to keep in mind as we move forward together. According to the CDC, there are a number of things we can do to stop the spread of the virus. They include:

- Avoiding close contact with people who are sick.
- Avoiding touching your eyes, nose and mouth.
- Covering your mouth or sneeze with a tissue then immediately throw your tissue in the trash.
- Washing your hands with soap and water for at least 20 seconds

Please visit the CDC website for up to date information. www.cdc.gov/coronavirus/2019-nCoV/index.html.