

Beginning June 1, Intrua Financial will be available for client meetings if desired by our clients.

As we embrace the new normal, the strength of our client relationships has never been more important. We ask you to continue to bond in partnership with us as we work together as a community to stop the spread of the virus, and germs in general. We are committed to providing you with as much education, timely updates, and transparency as possible.



Here are some of the protocols and guidelines Intrua has implemented:



## DOING OUR PART

### Enhanced Cleaning and Disinfecting Protocols:

- Our main office building has increased the frequency of disinfecting high-tough surfaces within the common areas of the building, including door handles, elevator buttons, restroom surfaces, and garage elevators.
- We have increased the frequency of disinfecting high-touch surfaces within our suite, including door handles, elevator buttons, refrigerators, coffee machines, tables, and chairs.
  - When we open our doors to in person client meetings, we will adhere to new conference room seating limits and disinfect tables and equipment before and after every meeting.
- Ensure janitorial staff is utilizing EPA-approved disinfectants recommended by the CDC.
- Hand sanitizer stations have been installed in the common areas of the building.
- Clorox 360 Disinfecting Treatment and Razor Anti-Microbial Treatment to our main office at Buffalo Speedway.
  - Clorox 360 – an electrostatic fogging treatment to disinfect all surfaces within the space.
  - Razor – an invisible anti-microbiostatic coating to inhibit the growth of odor causing bacteria with a 90-day period of effectiveness.

### Implementing Social Distancing in the Intrua Workplace:

- Closely monitored the number of occupants within our space to adequately provide for the proper social distancing.
- We have relocated desks and shared workspaces to allow for ample space between workers.
- Reduced seating capacity of meeting rooms and breakrooms to allow for the acceptable social distancing of six feet.
- Limited face to face interactions whenever possible and encouraged employees and service vendors to wear masks.
- Utilized video conferencing to limit in-person meetings.
- Limited congregating in common areas, kitchens, and collaborative spaces.

## HOW YOU CAN HELP

- Please be mindful of your own and others' wellbeing.
- If you have any symptoms, even mild, stay home.
- Wash or sanitize hands frequently.
- Pay attention to signage and follow procedures.
- Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
- Do not touch your eyes, nose or mouth with unwashed hands.
- Wear masks if mandated.
- Be aware of your own and others personal space.
- Be kind and practice empathy as we navigate this new normal.

Please feel free to reach out to your financial advisor if you would prefer a video or conference call instead of an in-person meeting going forward.