



March 19, 2020

To Our Clients, Vendors and Community Partners:

At ConServe, the health and well-being of our Employees, Clients, Vendors and Communities are our top priority during this unprecedented and rapidly changing period. We care deeply for all the families around the world that have experienced loss due to COVID-19 and are committed to minimizing health risks and economic impact.

ConServe Remains Open:

In accordance with guidance from the World Health Organization, Centers for Disease Control and Prevention and local government authorities, we have established a safe work from home policy for many of our employees and have implemented a social distancing plan for those employees that remain at our offices.

Our Commitment to Technology:

As many of our Clients are working remotely, our robust 24/7 ConServe Client Web Portal® makes it easier for our Clients to stay online and fully connected to their portfolio of accounts placed with ConServe. We encourage you to leverage our 24/7 web portal to provide you with real-time, secure access to your consumer accounts as well as our customizable reporting tool.

We have provided a link to our instructional manual to [The ConServe Client Web Portal®](#), as well as an [on-demand webinar recording](#) that will provide you with a tour of our robust portal.

This Tour Includes:

- Complete tutorial of ConServe's Client portal
- Easy tips & tricks
- Recent industry updates
- Instructions on navigating the Self-Service Reporting Application

Page 2

Client Satisfaction is our Top Priority:

Our Client Care Team is available and devoted to delivering unparalleled service and support through consistent and transparent communication. If you should have questions our team is eager, ready and available to assist.

Toll Free Access: (800) 724-7500 (option 6)

Email: clientcare@conserve-arm.com

Web Portal: <https://clientportal.conserve-arm.com/ClientPortal/Account/Login.aspx>

We appreciate your business, your partnership, and your cooperation during these unprecedented times and encourage you to stay informed via regular updates provided by the [World Health Organization](#) and local government authorities.

Our people are at the heart of ConServe and Client satisfaction remains our top priority.

Sincerely,

Colleen Stevens, Donna Harper and the entire Client Care Team

