



March 23, 2020

To Our Clients, Vendors and Community Partners:

At ConServe, Client satisfaction is our top priority. We are committed to ensuring the same level of service you have come to expect from ConServe.

During the week of March 16, 2020 there were multiple executive orders by New York State Governor Cuomo that began to limit the number of employees that companies could have work in their place of business. First, no more than 50%, then no more than 25% and on Friday, March 20, 2020 the order was amended that prohibited any employee from working from their primary business offices and must be working remotely.

ConServe is OPEN and is operating. We have been highly proactive in enabling remote work capabilities for all departments within ConServe.

**IMPORTANT UPDATE:** On Sunday, March 22, 2020, ConServe received permission from New York State to have limited essential staff work from our corporate office locations for mission critical support.

**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](mailto:clientcare@conserve-arm.com)

**Web Portal:** <https://www2.conserve-arm.com/e/321661/lientPortal-Account-Login.aspx/5gvyb/156961733?h=q-9sSdBlq2qJaq1qVTjFo3AYVeR853PTfzYle2nYmQE>

We appreciate your business, your partnership, and your cooperation during these unprecedented times. Our people are at the heart of ConServe and Client satisfaction remains our top priority.

Sincerely,

Richard N. Klein  
President