



May 29, 2020

To Our Clients, Vendors and Community Partners:

Our team remains devoted to delivering unparalleled service and support through consistent and transparent communication. We are eager to assist and offer solutions while our Client and community partners are working from home during the coronavirus pandemic. **Client satisfaction remains our top priority.**

Finger Lakes Region Enters Phase Two of Reopening

Phase 2 allows office-based workers, real estate services, in-store retail shopping and some barbershop services to resume. Each industry is subject to specific state guidelines to maximize safety and social distancing. Business guidance for phase two of the state's reopening plan is available [here](#).

Additional Comments from Governor Andrew Cuomo

Governor Cuomo also announced the implementation of a new early warning dashboard that aggregates the state's expansive data collection efforts for New Yorkers, government officials and experts to monitor and review how the virus is being contained on an ongoing basis. It tracks new infections and their severity, hospital capacity by region, and other metrics.

The early warning system dashboard was developed in consultation with internationally-known experts who have been advising New York State. The early warning dashboard can be found [here](#).

"Remember that reopening does not mean that we're going back to the way things were," **Governor Cuomo said.** "Life is not about going back. Nobody goes back. We go forward. And it's going to be different. This is about reopening to a new normal — a safer normal. People will be wearing masks and people will be socially distanced — it's a new way of interacting, which is what we have to do. Wear a mask, get tested and socially distance."

<https://www.governor.ny.gov/news/governor-cuomo-announces-new-york-city-enter-phase-1-reopening-june-8-and-five-regions-enter>

We Always Meet Our Commitments

If you should have questions our Client Care 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>

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We Value Your Business

During these unprecedented times, we will continue to make the best decisions with the information we are provided. We thank you for your support and value your business 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,

Kevin Gelabert
Chief Marketing Officer