



AN OPEN LETTER FROM ANDREW LESTER, PRESIDENT OF FIRSTSERVICE FINANCIAL

At FirstService Financial, our guiding principle is to deliver peace of mind. In these times of uncertainty, we remain steadfast in our approach, providing direction, assistance and support where it is needed.

As we continue to monitor the impact of the coronavirus (COVID-19) on the everyday life of our associates and clients, we are also mindful of its potential impact on the cash management, lending and insurance programs and services we provide. Please know that we are working closely with our partners to address the needs of our boards and communities in the following ways:

- Coordinating with our banking partners to ensure uninterrupted access to funds, safety of account balances, seamless operation of resident payment platforms and the facilitation of DocuSign for bank and association documents.
- Facilitating operating lines of credit through our partner financial institutions for clients requiring access to funds in cases of increased delinquency or check payment processing delays.
- Prioritizing continuous insurance coverage for clients by minimizing disruptions in the renewal process, coordinating with co-brokers and agents to host online Q&A sessions, and providing ongoing support to answer all coverage and policy related questions.

In lockstep with FirstService Residential leadership, we will leverage all of our resources — including our significant scale and collective buying power — to create value while ensuring peace of mind.

During this time, it is important that we all follow CDC guidance for social distancing. Our team is available by phone and email to assist, and we encourage the use of digital tools and technology whenever possible. We will continue to evaluate additional measures to support our clients as needs arise.

For specific questions or concerns, please contact your local FirstService Financial associate or reach us on our [website](#).



ANDREW LESTER | President