



Message to our valued clients,

Re: Coronavirus, COVID-19

During these unprecedented times, our priority remains the health and safety of both our employees and clients while ensuring we maintain essential operations with minimal disruptions.

We have activated our Business Continuity Plan and continue to monitor the impact on our firm's employees and the services we provide to our clients. Following the recommendations of public health authorities, we have cancelled all in-person meetings, provisioned many of our staff to work remotely and have provided guidance to maintain appropriate distancing for staff remaining in our offices. Our offices hours have also changed – please refer to “Our Interim Office Hours” on the website homepage for branch hours.

We are also monitoring and working with many of our external business partners. Canada Post advises of mail delivery disruptions within Canada and globally (details can be found at www.canadapost.ca). Given this, we encourage our clients to use Electronic Funds Transfers (EFT) or wire services to transfer funds to-and-from Haywood and urge using our Client Centre for online account access.

We want to thank our valued clients for your patience, understanding & support and we want to thank our dedicated staff who continue to work tirelessly while we all navigate these uncharted waters

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Blanchard", is positioned above the printed name and title.

Robert Blanchard
President & CEO