



# *Notice to Clients Regarding* **Office Closure due to COVID-19**

**Severity: High**

March 20, 2020

On Thursday evening, March 19, 2020, Pennsylvania Governor Tom Wolf ordered the shutdown of physical operations at all non-life-sustaining businesses in an attempt to slow the rapidly increasing spread of deadly coronavirus. This order impacts Mid Atlantic's Pittsburgh offices and will remain in place "until further notice" from the Governor's office.

## **Remote Work**

At this time, Mid Atlantic has implemented its full business continuity plan for our Pittsburgh-based offices, which has been tested and regularly evaluated by our Risk Committee and Information Security team. As a result, Mid Atlantic employees have been mobilized to work securely from locations other than designated offices with full access to web-based applications and offsite data centers.

Our office phones are being forwarded to the cell phones of those team members working from home. To help us more efficiently triage and resolve your support needs, please enter support issues on the TNS home page (<https://secure.macg.com>) or email your designated Admin team.

## **Cashiering & Mail**

Processing of mail sent to our primary office may be delayed due to a lack of access to our building. While mail will be collected and handled, delays may occur while being redirected to an alternate location.

For efficient processing of deposits, please direct your clients and office staff to send checks to NFS directly and not to our office. Those instructions are as follows:

**National Financial Services  
Attention: Check Processing  
Mail Code: KY10  
100 Crosby Parkway  
COVINGTON KY 41015-4325**

*Please be sure to include the client name, account number, and deposit coding for each check or the check may be returned.*

**For MATC Advisor Custody accounts, please forward directly to MATC's lockbox.**

<b>To send checks via US Postal Service:</b>	
Mid Atlantic Trust Company PO Box 536707 Pittsburgh, PA 15253-5909	Mid Atlantic Trust Company PO Box 515451 Los Angeles, CA 90051-6751
<b>To send checks via Overnight Delivery:</b>	
Mid Atlantic Trust Company Attn: Lockbox Operations - # 536707 307 23rd Street Extension, Suite 950 Pittsburgh, PA 15215	Mid Atlantic Trust Company Attn: Lockbox Operations - #515451 20500 Belshaw Ave Carson, CA 90746

Given that outbound checks will be processed offsite, please understand that earlier cutoffs may apply to allow us to meet deadlines at an alternate facility. We will confirm any changes in schedule next week.

These are, of course, extremely challenging and unprecedented times for all of us, and regular communication is going to be paramount. We will continue to provide you updates if there are any changes, but also encourage you to reach out to us with any questions or concerns at any time.