



Important Update:
**New Protocol For Sending Packages to Mid Atlantic,
Plus Details for Contacting Our Staff**

On Thursday, March 19th, 2020 Pennsylvania Governor Tom Wolf issued his order for shutting down the physical operations at all non-life-sustaining businesses for several regions of the state, including Allegheny County where Mid Atlantic's Pittsburgh offices are located. In addition, on Monday, March 23, 2020 a **stay-at-home** order was issued for residents of several counties, including Allegheny County. The latter went into effect at 8:00 PM and will be in effect for at least two weeks.

Since the initial order from Governor Wolf was issued on Thursday March 19, 2020, Mid Atlantic has been operating under 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. As the impact of the novel coronavirus (COVID-19) continues to evolve, we wanted to assure you that **our operations at Mid Atlantic are operating at full capacity, including trade operations and trade settlement, and we are business as usual.**

At this time, we also have some details we wanted to provide as they relate to sending packages to our offices and contacting our staff by phone:

Delays Receiving Packages Via FedEx, UPS and USPS:

Last week we sent out an alert providing details on the impact for this state-wide shutdown on our protocol regarding **UPS Shipments**. We are also now experiencing significant delivery issues with FedEx and through the United States Postal Service (USPS) with deliveries to our main office in Pittsburgh. Please note, these delays do not include the delivery of checks to our lockbox. See information regarding that further below.

Because packages mailed to our Pittsburgh offices via UPS, FedEx and USPS may result in significant delays and there is no guarantee of delivery, we are informing clients to use the following protocol:

- A. **USE ELECTRONIC DELIVERY AS MUCH AS POSSIBLE:** Please send as much information via email or other secure electronic delivery mechanisms as possible. We realize this may deviate from our past practices, but we recognize you may soon encounter challenges sending and receiving mail as well. We hope this accommodation will benefit us both.
- B. **CONTACT MID ATLANTIC REP IF YOU HAVE TO MAIL SOMETHING:** If there is no alternative and you must mail something to us, please contact your Mid Atlantic Representative to determine the best method of receiving paperwork.
- C. **INSTRUCTIONS FOR SENDING CHECKS AND IMPORTANT DOCUMENTS:** For efficient processing of deposits, please direct your **plan sponsor clients** to send checks via US Postal Service or FedEx to our **lockbox** and **not to our physical office**. Lockbox instructions are as follows:

To send checks via US Postal Service to our lockboxes:	
Mid Atlantic Trust Company PO Box 536707 Pittsburgh, PA 15253-5909	Mid Atlantic Trust Company PO Box 515451 Los Angeles, CA 90051-6751
To send checks via Overnight Delivery:	
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

Mid Atlantic Phone System

Because we are operating under a remote status, we have had to enable our automated attendant at all times rather than have a receptionist answer your calls. This is the same system that is in place if you called during off-hours on night and weekends and you will need to dial an employee’s direct extension or utilize our employee directory function. All employee extensions are being forwarded to alternate phones of those team members.

If you are calling and do not reach an employee, **DO NOT PLACE TRADE INSTRUCTIONS IN VOICEMAIL AS THEY WILL NOT BE EXECUTED.** If you are a registered representative and need to

reach our Fixed Income or Equity desk, PLEASE CALL (888-403-3314). If you are calling about Institutional Mutual Fund or ETF Trading please call (412-745-2736).

If you choose to leave a message in the general mailbox, that will be routed by the administration staff to the appropriate party at Mid Atlantic as soon as feasible.

New COVID-19 Information Page on MACG.com

We will continue to provide you updates such as these via email as warranted. Additionally, we have established a special page on your website with all notices posted, which can be viewed by [clicking here](#). We also encourage you to [contact us](#) with any questions or concerns at any time via email or by dialing 1-800-693-7800.

From our family to yours, please be safe and know that we are here to help in any way we can.