

Saturday, March 14, 2020

COVID-19 PRECAUTIONS AND OUR DEDICATION TO SERVING YOU

As we brace for the impact of Coronavirus (COVID-19) outbreak and U.S. officials institute greater prevention measures, Mercer Advisors wants to reassure you, our valued client, that your health, safety and well-being are of the utmost importance to us. Below is overview of the changes we are making to ensure we can continue to support you while keeping you and your families safe.

CHANGES TO ENSURE THE SAFETY OF YOU AND OUR EMPLOYEES:

Our Business Continuity Team has been meeting regularly and instituting several safety measures and guidelines. Our goal is to reduce risk of infection to our clients and team members, as well as to ensure that we can continue to support you and your family through these difficult times.

- We are encouraging our employees to work home if they are feeling ill or need to accommodate school closures or other dependent-care related responsibilities.
- We are restricting non-essential business travel for employees.
- We are limiting face-to-face client meetings. We strongly encourage the use of video or phone conferencing. If you feel a personal meeting is essential, please reach out to your client service team, and we will do our best to accommodate.
- We are discouraging off-site meetings, including at client homes or restaurants.
- We have postponed any client appreciation events scheduled to occur in March.

WE ARE HERE TO SERVE YOU:

We understand that many clients are concerned about market volatility and the health of their financial plan. We are committed to ensuring we take exceptional care of all clients as we navigate turbulent markets and coronavirus developments.

We have taken actions to ensure that we can continue to operate throughout restrictions to travel or our employees coming to work. Our advisors and central operations groups are able to work virtually and will continue to be available for support. If there are limitations in a particular office or region, we have the ability to engage our teams from other locations.

We also encourage you to take advantage of the communications from our Chief Investment Officer, Don Calcagni. We will continue to publish this educational content to keep you informed.

- Our perspective on [Coronavirus & Financial Markets: Advice for Investors](#).
- Our March 11 [podcast](#) with our investment experts: Don Calcagni, Drew Kanaly, and Doug Fabian on the drop in global equity prices.

Please reach out to your advisor if you have any questions as we are committed to continuing to provide consistent and timely advice during this challenging time.



Dave Welling,
Chief Executive Officer

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