

Wednesday, March 18, 2020

CEO MESSAGE: HERE TO SERVE YOU

As we navigate these unprecedented times, we want to reassure you that Mercer Advisors is here for you and we are in this together. As of Wednesday March 18th, the entire Mercer Advisors team has fully adapted to working virtually and despite the change in physical location remain fully active to support you and your needs.

WE CONTINUE TO PROVIDE UNINTERRUPTED CLIENT SERVICE

Our Business Planning Continuity Team has worked around the clock to successfully transition our team members to be able to work from home. While our physical offices are closed, our business operations are not impacted, and your client advisor team is still available via phone, email, and video conference to provide you with timely advice, guidance, and support. You can use the same phone numbers and emails as usual as our systems are designed for our employees to access them remotely.

What started as a public health crisis has now become an economic crisis. While we do not yet know the full breadth and impact of the pandemic, we are seeing a rapid response in the financial markets with wild fluctuations in recent days and weeks. The Federal Reserve and Congress have both taken emergency actions to help buoy the economy. While it's impossible to know exactly how this will all play out, we know every crisis has a beginning, a middle, and an end. This crisis too shall pass.

WHAT YOU CAN EXPECT FROM US

You are receiving more communications from us than you have in the past, so we can keep you informed during this tumultuous time. You can continue to expect communications about the market, as well as with other topics, such as taxes and planning ideas for periods of market declines. Managing your wealth is a routine that shouldn't stop even during times of crisis. We have created a Resource Center to house these communications that you can access at anytime, anywhere.

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



Be well,
Dave Welling
Chief Executive Officer

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