



A message from Elevate401(k) on the steps we have taken to minimize potential service disruptions to our participants, plan sponsors, and employees related to COVID-19.

First and foremost, during these unsettling events our thoughts are focused on the safety, health, and wellbeing of our families, associates, plan participants, and plan sponsors. Elevate401(k) and our partners have been closely monitoring the rapidly changing events surrounding the response to COVID-19 in the United States. We will continue to monitor unfolding events and government recommendations as they become available to efficiently direct our actions.

Elevate401(k) is taking the situation very serious and wanted to assure you that we have an established business continuity plan in place. During normal operating periods, actions were taken to strengthen this continuity plan and our abilities to continue providing service and access with minimal disruption. This included expanding secure remote capabilities for our staff to support continued service, communications, and operations during isolation events.

To aid in the efforts of containment, and for the safety of our employees and clients, we have also canceled or suspended travel, and large group education meetings. We have proven alternate methods to continue education through live webinars hosted through our systems.

We have also been in constant contact with our partners at FIS who enacted their plan at the early signs of the Pandemic and is dedicating sizable resources to maintain their commitment and responsibilities to system support.

On behalf of all of us at Elevate401(K), our promise is to work diligently for you by thinking calm, acting systematically through established continuity procedures, and adapting as needed to support our participants, plan sponsors, and employees through this challenging time.