March 13, 2020

Friends,

Due to recent announcements by the Governor of Pennsylvania to slow the spread of the novel coronavirus and the disease it causes, COVID-19, I have decided to proactively begin temporary, remote operations effective with the close of business Friday, March 13, 2020.

Friends Fiduciary has the technological and operational infrastructure for our employees to work remotely and continue to deliver our exceptional customer service during this period. You may continue to contact us as usual (via email, phone, and fax). Please refer to the Staff Directory on our website for individual staff contact information. You may also still use our general number 215-241-7272.

Many companies in the investment and financial services sector have already implemented either complete or partial remote operations; our move to temporary remote operations will have no impact on Friends Fiduciary’s investment management operations, including assessing market conditions and monitoring and communicating with our various investment managers.

Because delivery of the US Mail is made to our physical office, effective immediately, we ask that all constituent requests, instructions, or communications be sent electronically, rather than via US Mail. If you are unable to ACH funds directly into our bank account for deposit (instructions attached), you may still mail a check to our office address, but there may be a slight delay in processing.

**Fund Deposits:**
Please follow the instructions on the attached form to initiate an ACH or wire transfer to deposit funds. It is essential that you contact Tim McElroy, Senior Accountant, at tmcelroy@friendsfiduciary.org and Sandy Quinn, Finance Director, at squinn@friendsfiduciary.org to inform them of any incoming funds. Please provide the name of your meeting/organization, sub-account name or code, investment option, and amount of the ACH or wire. We will email you a confirmation when the funds are received.

**Fund Withdrawals:**
As you know, to withdraw of funds from your account, Friends Fiduciary requires a Withdrawal Request form (attached) be completed and signed by your meeting/organization’s designated Fund Representative. A Second Authorization is also required, which can be through an email or phone call initiated by Friends Fiduciary, or by a second signature on the form. We will send confirmation when funds are disbursed.
Additionally, we encourage our constituents to utilize electronic transfers of cash directly to their bank accounts. If you would like to add or update a bank account, please use the attached direct deposit form.

If your organization does not have a designated Fund Representative and Second Authorizer, or these roles need to be updated, please send us a completed Account Authorization form, which is attached.

Withdrawal Request, Direct Deposit, and Account Authorization forms are all available on the Constituent Forms page on the Friends Fiduciary website.

Fund Transfers Within Friends Fiduciary Accounts
If you would like to make a transfer of funds between your meeting/organization’s accounts here at Friends Fiduciary, the designated Fund Representative may do so in writing by contacting Tim McElroy, Senior Accountant, at tmcelroy@friendsfiduciary.org and Sandy Quinn, Finance Director, at squinn@friendsfiduciary.org. We will notify you when the transfers are complete.

Planned Giving—Charitable Gift Annuities, Pooled Income Funds, Charitable Trusts
Please contact Mimi Blackwell, Planned Giving Manager, at mblackwell@friendsfiduciary.org if you or a donor have any questions about or would like to make a planned gift.

As this public health emergency evolves, our internal business continuity team is monitoring the latest developments and I will update our constituents about any changes in our operations. I want to assure you that we remain committed to delivering outstanding customer service. If you have any questions or concerns, please do not hesitate to contact me; my direct line is 267-886-1990.

Sincerely,

Jeff Perkins

Executive Director