



“Unequaled Personalized Service”

Dear Clients and Friends -

We are writing to update you on our response to the Order issued by the Director of the Ohio Department of Health issued March 22, 2020. Dr. Amy Acton ordered that all persons stay at home until April 6, 2020. Persons engaged in essential activities are excluded from the Order. EBS, as a financial institution, meets the definition of an essential business that would be permitted to remain open.

Before the Ohio Department of Health issued these more restrictive measures, we acted voluntarily to protect our clients and our team. Since March 16, 2020, the majority of our workforce has been servicing clients from home. We are pleased that the investment we made in technology and disaster response protocol allowed us to seamlessly transition without interruption to client service.

EBS will remain open to our clients! However, in response to the more restrictive measures implemented in the Director’s Order, our physical office location closed effective at 5:00 pm on Monday, March 23, 2020. A small group of mission essential personnel will access our physical location as necessary to perform those tasks that cannot be performed remotely, such as processing mail and overnight package delivery. We intend to continue remote operations until the expiration of the Director’s Order on April 6, 2020 and may extend remote operations if appropriate.

We encourage you to call or email us as you have done in the past. However, we do ask that you consider alternate methods of document delivery to expedite matters, as our physical location will not be staffed to accept delivery of physical documents. If you are not already taking advantage of our secure client portal to exchange documents electronically, we encourage you to explore this option. You may contact our staff at (937) 291-1223 if you need to setup portal access or have questions. You may continue to utilize the U.S. Postal Service and other private delivery services to exchange physical documents.

We will continue to share updates on investment and operational matters as additional information becomes available during these uncertain times. If we can help in any way, please call upon us.

Sincerely,

David K. Ray
Chief Operating Officer