

PGFG's COVID-19 Preparedness

One of the luxuries of working with a firm in the San Francisco Bay Area is we are very well prepared for disasters. We have earthquakes, forest fires, floods, mud slides, and when all else fails, our utility company shuts off our power. Needless to say, we are well prepared for disasters and potential business interruption.

Several weeks ago, before school closures and "shelter in place" orders were issued, our management team met to discuss the COVID-19 coronavirus and its possible spread to our country. We discussed the potential outcomes and its impact to our business. We put forth a plan on how we would deal with the different each scenario as it unfolded. We thought it important for you to understand the diligence we have taken to protect the firm, our families, and most importantly you, our clients.

Polaris Greystone has been very vigilant from the very beginning. Our management team met and put into place our business strategy for these unusual times. We instituted a "work from home" mandate well before the "shelter in place" order was given. While Polaris Greystone is exempt from this order, due to our status as a financial institution, we felt it important to protect the integrity of our work and felt obligated to be good citizens, so we began our own "social distancing" more than a week ago.

Please find the measure that we have taken as a firm:

- 1) Polaris Greystone is exempt from the "shelter in place" mandate due to our status as a financial institution. That said, we felt that it was our obligation to be good citizens. Almost all personnel have been ordered to "shelter in place" and work from home, until notified differently.
- 2) We have two people working from our San Rafael office and two people working from our Troy office to ensure receipt of mail, and to distribute work to those working at a distance.
- 3) Almost all of the work that we do as a firm can be done remotely. Most of our work is done in the cloud, regardless of where one works. We have a virtual server, which all of our employees have access to all documents at a distance.
- 4) Our investment management team is located in three locations. While trading occurs in San Rafael, we have two back-up traders in two different geographic locations.
- 5) I have been asked, "What happens if something happens to you, Jeff?" All of our investment management decisions are team based. We have three members of our team in San Rafael, one in San Jose, and two in Troy, Michigan. If something happens to me, there are five very capable people who can step in to make portfolio management decisions.
- 6) All meetings with clients will be held virtually. Our client base is primarily made up of people in their 50s, 60s, 70s, and 80s. This is the most "at risk" part of our society. We do not want to risk infecting our client base by meeting with them directly. We will be meeting with you regularly, just over the phone or virtually using "screen sharing" software.

For more information or to schedule an introductory consultation contact us at: info@polarisgreystone.com | (800) 268-9046 | www.polarisgreystone.com

To date, I know of no client that has the COVID-19 virus. No one at Polaris Greystone has shown any sign, nor has had any exposure to anyone that has tested positive for the COVID-19 coronavirus. I hope, with these efforts, that I can repeat these same words in the coming weeks.

Feel free to reach out to any of us at any time to answer any questions you might have, or to simply hear a friendly voice on the other end of the line. It is our pleasure to serve you, especially during these challenging times. Be safe!



Sincerely,

Jeffrey J. Powell

Managing Partner & Chief Investment Officer