Date: March 16, 2020

To: Our Staff, Our Clients, and our Partners:

From: Lou Tonry

RE: Tonry Insurance Group's Response to COVID-19 Coronavirus

The safety and health of our employees, clients and community is our top priority. With the concerns over COVID-19 and the information we are receiving, we want to be proactive and discourage the spread of the coronavirus as much as possible, yet still provide the same exceptional level of service you are accustomed to.

Interpreting the information being shared continuously is challenging, but there is one common theme we are hearing - "social distancing" is the best chance we have of slowing the spread of the virus. While we enjoy face to face meetings, we believe limiting them during this time is the best way to minimize the risk for our clients, our team and the community as a whole. Most of our staff are working remotely with full access to email, phone and systems. For many, this is business as usual as Tonry has provided a flexible work environment for years.

Our Quincy and Lexington offices will remain open as long as safe and legal. However, as an office closing can happen suddenly, we urge you to call before you visit. Many transactions can be handled by email, over the phone or by video conference. We want to assure you that, while our physical offices may close, we will remain fully available to you.

Payments due directly to insurance or finance companies can be made online. Payments due to Tonry can be made through our web site: https://tonry.epaypolicy.com.

If you have any questions or concerns, please feel free to call or email.

Please stay healthy and safe.

Warm regards,

Lou Tonry