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March 18, 2020

We want to update you on the steps that Covius is taking to protect the health of our associates and their families during these unprecedented times, as well as the steps we are taking to continue delivering the critical services that you need to serve your clients.

We are keenly aware that record low interest rates are creating high-volume demand for originators and, at the same time, current business closures and event cancellations may lead to enhanced demand for default-related activities for mortgage and auto servicers. Please be assured that Covius has the technology and protocols in place to continue to provide the high levels of service that you have come to expect.

Our business continuity plans include strategies to transfer workloads among various geographic locations to manage localized impacts and deploy enhanced remote working to support business continuity in affected areas. Covius already employs a significant number of remote associates across the country and has activated further remote work for remaining teams to promote social distancing. We eliminated non-essential travel plans in favor of meetings with clients and business partners by video and phone conferences.

Covius has also worked with our vendors and supply chain partners to enhance continuity preparedness. We have an active team consisting of personnel at all levels of the organization that is continuing to manage our business continuity efforts. Additionally, we are following guidance from the Center for Disease Control in our response.

If you have any questions, please contact the same Covius associates you called before this pandemic. We are here.

In the meantime, our thoughts go out to everyone who has been impacted by this health emergency and the shock waves it is sending through our economy and our society.

Sincerely,



Rob Clements  
Chairman & CEO



John Surface  
President & COO