

*DVI continues to adapt and respond as global and local events surrounding the COVID-19 Pandemic continue to evolve. In an effort to keep you well informed, we want to share the following information about how these responses are shaping our day-to-day operations.*

## Is DVI Open for Business?

- In both Peoria and Winter Park, Associates are working in the office. Taking many factors into consideration, we feel confident in returning to our standard, in-office working protocol at this time.

## How Can I Communicate with a DVI Associate?

- Through each phase of our work-from-home and return-to-office plans, DVI offices will maintain normal business hours (8:00AM-5:00PM) for personal phone calls, emails, client service and portfolio discussions. If multiple participants are required for a discussion, we can easily schedule a conference call.
- If a DVI Associate is working from home, direct dial calls and operator assisted calls will automatically be forwarded to their mobile phones. Voice Mail will be checked frequently.
- In both the Peoria and Winter Park offices, clients can schedule in-person meetings with their management team. However, certain health and safety protocols are still in place in order to protect the health and well-being of all attendees. For clients who have reservations about meeting in person, meetings can be held via phone or video conference. Please contact your Relationship Manager to discuss scheduling a meeting.

## How Will These Circumstances Affect Client Service?

- Under current circumstances, we may experience slower turnaround times for processing paperwork through our custodian partners. Therefore, it is best to provide our team as much advance notice as possible for activities that will require DVI's involvement.
- All inbound and outbound USPS mail delivery, as well as express mail delivery will continue to be managed by our offices in Peoria, IL and Winter Park, FL.
- Contributions and withdrawals from client portfolios will be processed as usual with no expectation for delay or interruption.

## Is DVI Still Making Client Introductions?

- In both the Peoria and Winter Park offices, prospective clients can attend in-person introductory meetings under the same health and safety protocols as our clients. For prospective clients who have reservations about meeting in person, introductions can be made via phone or video conference call.