

*In response to recent events, DVI has implemented its work-from-home policy. In an effort to keep you well informed, we want to share the following information about how this policy will impact our day-to-day operations.*

## Is DVI Open for Business?

- DVI is fully operational despite nearly all of our Associates working-from-home.
- DVI is an essential business and operation in the State of Illinois and is permitted to stay open through the “shelter-in-place” executive order ending April 7<sup>th</sup>.
- In Winter Park, DVI is considered an essential business and is permitted to stay open through the Orange County “stay-at-home” order ending April 9<sup>th</sup>.

## How Can I Communicate with a DVI Associate?

- While we are currently prohibited from hosting face-to-face meetings, 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.

## 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?

- Customarily we prefer to meet prospective clients in person. However, until further notice, new client introductions will be handled via phone or video conference call.

*To follow the most current updates as they are issued, please visit our website at [www.DVIinc.com](http://www.DVIinc.com)  
[www.DVIinc.com](http://www.DVIinc.com) | Peoria, IL: 309.685.0033 | Winter Park, FL: 407.622.5133 | 1.800.332.5944*