

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?

- DVI is fully operational despite nearly all our Associates working from home.
- In order to ensure that our Associates and clients may enjoy a safe and healthy holiday, we are enacting our work-from-home policy for most DVI Associates until Monday, December 7th. After that time, we will continue to monitor the COVID-19 rates in each area on a week-to-week basis to determine when it is once again safe for our Associates to return to the office.

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, Illinois and Winter Park, Florida offices, face-to-face client meetings have been suspended while our Associates are working from home. Clients can still meet with their service team via phone or video conference. Please call your Relationship Manager for more information.

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, while our Associates are working from home, new client introductions will be handled via phone or video conference.