



March 13, 2020

Dear Clients, Partners & Friends,

During these days of uncertainty caused by the COVID-19 pandemic, we want to make you aware of the response system Magellan Corporation has implemented.

Following public health recommendations for social distancing, and in the interest of the wellness of our staff, clients and the public, on March 12 the majority of our people began working remotely. In the days prior to this, our tech team worked hand in hand with each department to ensure all systems are fully secure and operational, and each Magellan employee prepared to seamlessly transition to an off-site workplace. We have canceled non-essential travel, and meetings are being replaced with conference calls. We are confident these measures will allow us to provide the same level of attentiveness and service that we pride ourselves on and you have come to expect from Magellan.

Your contacts within the company can be accessed via the same phone numbers and email addresses you currently use. We encourage you to please reach out if you have questions or concerns.

Relationships have always been the foundation of our business, and that's perhaps truer today than ever. We believe we are well positioned to conduct business as usual in these highly unusual days.

Our best wishes to your associates, you, and your families.

A handwritten signature in blue ink that reads 'Bob'.

Bob Arthur
President