



Kevin Slawin
President & CEO

To Our Customers and Business Partners

Situations such as the one developing with COVID-19 test us as businesses, as a society and as individuals. Our hearts go out to those directly impacted by the outbreak, and I want to personally assure you that Trustmark is taking decisive steps to reinforce efforts to curtail the COVID-19 outbreak, protect the safety of our associates, and support and serve our customers through this challenging time.

We are monitoring the latest updates from the Centers for Disease Control and the World Health Organization, and we have implemented our Business Continuity Plan, including specific steps based on what we know about COVID-19. Our top priorities are the health and safety of our associates and customers, and continuing to provide the caring and responsive service you expect from Trustmark.

Work-from-home Protocol, Service Continuity and Social Responsibility

We have activated our work-from-home plan for all Trustmark associates who can do so. This provides redundancy of critical functions and enables us to enact social spacing, reducing the risk for all associates – those working from home as well as those whose work requires that they remain at a Trustmark office. Our work-from-home strategy is designed to ensure that we continue to provide complete and effective service to our clients and their employees. We are taking every precaution to ensure our data centers and system administration needs are addressed as part of our operating controls. It is not business as usual, and, as such, we have implemented a broad array of additional safety measures. At each of our locations we have implemented intensive cleaning regimens, increased availability of hand sanitizer, and, as noted, are actively implementing social spacing. In addition, at our main offices we are installing non-invasive temperature readings of all entrants and specialized UV equipment that will help us eliminate pathogens on cell phones, laptops and tablets.

Across all these actions, our guiding principles are to ensure that we are doing our part to fight COVID-19, maintain our service levels for our customers, and safeguard the health of our colleagues and partners.

Travel and Trustmark Office Visitors

We have eliminated all non-essential business travel and postponed large-scale events for our employees and contractors. We have also advised associates to remain aware of areas of concern for personal travel, as identified by the CDC. If any employee has symptoms of COVID-19, or comes into contact with someone else who does, they are required to self-quarantine following CDC guidelines. We will also send home anyone who has had contact with that individual. Trustmark will continue to pay regular part-time and full-time associates who are unable to work due to being quarantined.

We have restricted all non-essential on-site meetings with visitors at Trustmark offices until further notice to safeguard our associates, vendors and customers. Whenever possible, we are leveraging a range of technologies and collaboration tools to engage in virtual meetings internally and with external partners.

Remaining Proactive

In each of our businesses, we remain committed to assisting our clients and their employees. From providing steady, reassuring service to all customers and policyholders, to helping members access healthcare and guidance, to offering our fitness center clients virtual fitness classes, we remain committed to helping people navigate a confusing and quickly changing situation. For more information about COVID-19, please visit the [CDC website](#), the federal government's new, dedicated [coronavirus website](#), or the [Trustmark website](#).

Thank you for your confidence in Trustmark. We will continue to earn that confidence and trust.

Sincerely,

A handwritten signature in black ink that reads "Kevin Slawin". The signature is written in a cursive, flowing style.

Kevin Slawin
President & CEO