



**March 20, 2020**

**To Our Valued Dealer Partners:**

In response to the rapidly evolving COVID-19 pandemic, we have taken the following precautions in order to ensure the well-being of you, your employees, and our staff.

The majority of our workforce is now working remotely. We have asked our account management team to refrain from traveling, meaning they will continue to provide their support via conference calls or video conferencing. Requests for in-person visits will be considered on an individual basis, though we are well-equipped to hold virtual meetings when needed. Most of our office staff have now transitioned to working from home as well, and we can assure you that all our office functions are fully operational. These measures should help us to mitigate the spread of COVID-19 and keep our mutual staff safe and healthy. You can confidently expect the same high level of service from our team that you have always received so please continue to call and email us for all your daily needs.

Among many other provinces, Alberta has declared a state of emergency and imposed numerous restrictions on public gathering. If a decision is made to close all non-essential businesses, our expectation is that our status as a financial institution will deem us exempt from mandatory closure directives. Every effort will be made to provide continual support to both our dealer partners and customers.

Thank you for your understanding of the issue that we all face together. If you have any questions at all, please contact Dealer Support at 780-410-4547 or [dealersupport@firstcanadian.ca](mailto:dealersupport@firstcanadian.ca) or myself directly.

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