

CAPTRUST Client:

One of the many reasons that people engage us is the fact that we have invested a great deal of time and money in making CAPTRUST a durable organization. Given growing concern about the spread of the novel coronavirus (COVID-19) in the U.S., I thought it would be timely to share a high-level summary of our preparedness with you.

Over the years, CAPTRUST has developed a robust Business Continuity and Disaster Recovery Plan for maintaining operations under a wide variety of circumstances, including technology outages, natural disasters, terrorist attacks, and pandemics. This plan was created by our business leaders on a function-by-function basis, and it is updated at least annually to address changes to our business, systems, client needs, and the legal and regulatory environment. Our goal with this plan is to maintain operations without interruption of key services in the event of unforeseen events that impact our colleagues or our ability to access our offices.

As part of our Business Continuity and Disaster Recovery Plan, we established a Critical Incident Response Team (CIRT). The CIRT includes business leaders representing all critical functions and disciplines from around the firm. This group meets periodically to discuss enterprise risks and recently activated to discuss the coronavirus and its potential impacts. Obviously, there is much that we don't know about how the virus might affect our Raleigh headquarters, our regional offices, or service providers that work with us, but the CIRT has been discussing potential scenarios and our possible responses to them. This is an active and ongoing dialogue.

In prior years, our Business Continuity and Disaster Recovery preparations have helped us identify numerous opportunities to make CAPTRUST a more durable and resilient organization. Migration of critical systems to the Microsoft cloud so they are accessible outside our physical offices, making sure that nearly all colleagues have laptop computers, multifactor authentication, and implementing a companywide urgent (text and email) notification system are just a few examples of enhancements made to improve our ability to function in the face of a disruptive event.

We are actively monitoring updates from the Centers for Disease Control and Prevention (CDC) and other authorities, and we are sharing what we learn with colleagues around the country. While it is business as usual at present, we are confident that we are prepared to adapt to make sure that our colleagues are safe and that we are here to serve you.

If you have any questions or concerns, please feel free to contact me or your CAPTRUST financial advisor.

Best regards,

Ben Goldstein
President