

April 27, 2020

Dear Valued Customer:

I have written to you frequently since early March to update you as to the many steps we at Continental have taken with regard to the COVID-19 pandemic and its effects on our business and yours. It is not my intention to repeat all of the detail we have provided thus far. However, there are some key items I want to highlight for you:

First: We continue to service all of our customers and their shareholders without any interruption or diminution in our services. This is attributable to our advance planning and testing over the past 4 years of our Pandemic Plan and Business Continuity Plan. Most importantly, it is a tribute to our incredible managers and employees who continue to work for you 24 hours per day and 7 days per week -- under the most challenging circumstances -- to ensure that you are well served.

Second: I wanted to report to you that we have successfully rolled out our robust Virtual Meeting Platform to allow our issuers the very necessary alternative of virtual meetings in these challenging times. We have been able to handle virtual annual meetings this week in an entirely seamless manner so that both registered shareholders and street name holders may fully participate. We have many meetings already scheduled for our Virtual Meeting Platform, so please let us know as soon as possible if you intend to utilize this method so that we can adequately plan to meet your needs.

Third: A reminder, our billing to you has and will continue without interruption. The bill includes an electronic or ACH method of payment. If at all possible, we ask that you use this method to reduce our inflow of paper checks and bills. This will help us reduce in-office staff in line with federal and state guidelines.

Finally, I thought you might like to know that while Continental qualifies for significant forgivable loans under the Federal Stimulus Package and the CARES Act, we have chosen to forego such loans/grants in favor of the many businesses who have suffered so much and might otherwise be unable to get their loan requests satisfied. We felt that as good citizens this was absolutely the right thing to do, as we are all in this together.

I remain confident that we will successfully meet the great challenges facing us by continuing to pull together. Thank you for your support and stay safe.

Very truly yours,

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and President
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Delivered via email

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INDEPENDENT SPIRIT, RELENTLESS DEDICATION.

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