

April 15, 2020

Dear Valued Customer:

I am writing you once again to give you an update on Continental's status and preparedness during this National Health Emergency. I previously reported to you that our Pandemic Plan, which we had tested for 4 years, had been activated in the first week of March and has been elevated thereafter to meet the staffing challenges created by the Coronavirus outbreak. The very good news is that we have been able to operate, mostly on a remote basis, without significant interruptions. Accordingly all transfer items, DTC transactions (both physical and electronic), DRP transactions, annual and general mailings, corporate action transactions and SPAC closings and transactions have been handled as required. I am exceedingly proud of our dedicated staff and managers who have continued to perform night and day and weekends to serve you.

As you are likely aware, Governor Cuomo issued executive orders closing all non-essential businesses in the State of New York. However, Continental as a "bank" and a financial institution serving the public markets, is exempt from the closure rules. Accordingly, we do have on premises a severely reduced staff to handle only physical transactions and tasks that require onsite handling. Our telephone system continues to refer calls to both onsite and remote personnel as needed. All of our customer bank accounts are and have been fully functional on a real time basis through JP Morgan Chase whose own pandemic and backup plans have been activated seamlessly.

With regard to upcoming annual meetings, most of our issuers have heeded our admonition and SEC guidance and have postponed their annual meetings. For those issuers who have decided to hold their meeting in the coming months, we are fully prepared to handle your meeting mailings and tabulation requirements as well. Likewise, to meet the challenges of the pandemic emergency, we have developed a proprietary virtual meeting platform which will allow all of our issuers to offer virtual annual meetings. Our virtual meeting platform offers the ability for both registered holders and beneficial holders to participate. If you would like to utilize the virtual meeting alternative, please be in touch with your account administration team as soon as possible. Meeting dates are filling up quickly and we are unable to hold simultaneous virtual meetings. However, we can offer virtual meeting alternatives to you if there are competing meetings going on at the same time. Please just give us as much advance notice as possible.

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We want to alert you to the fact that DTC just announced again that they will no longer be processing or forwarding physical certificates. They will, however, continue to process electronic transactions which are the vast majority of what they handle. It is surprising that DTC continues to have issues relating to access to their vault, given that they have been experiencing these problems for over a month. Nevertheless, you should anticipate no problems with our processing of all DTC items electronically on your behalf.

A reminder, our billing to you has and will continue without interruption. The bills include 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 the federal and state guidance.

In conclusion, I want to thank the many, many customers who have reached out to support us and work hand-in-hand with us during this horrible crisis. We have successfully navigated many challenges already, and we surely will get through this together. Stay safe.

Very truly yours,

Steven G. Nelson  
Chairman of the Board  
And President

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