March 16, 2020

To our Normac Clients and Partners,

RE: COVID-19 UPDATE

We appreciate how overwhelmed you must be with the news regarding COVID-19. We are committed to being both responsive and responsible, navigating these difficult times with the safety of our team and clients at the forefront of our minds and procedures. We remain focussed on three things:

1. Ensuring the safety of our employees and clients
2. Continuing to provide exceptional service to our clients
3. Supporting local efforts to limit the spread and impact of COVID-19

We do not anticipate any interruption in Normac delivery of services. We are, however, suspending all interior site inspections until further notice. We offer an alternative to in-suite site inspections that will allow our appraisers to collect the necessary information in a timely manner. We will continue to view the exteriors of buildings without entering the premises.

While our physical offices are not open, we continue to serve you with the same high standards and customer service as always. A significant number of our employees already work remotely, and we are fortunate in that our business allows us to easily transition to a fully remote workforce. We have the technology and systems in place to continue business as usual. This makes us confident in our ability to continue providing great service to you and conducting business normally.

That means, among other things:

- Our Client Services team will remain available for phone calls and emails from 8am PST to 5PST.
- Appraisal reports and appraisal updates will continue to be emailed to all stakeholders with the same frequency and delivery dates as normally scheduled.
- Standard Insurable Unit Description Outline self-completed forms will be offered as an alternative to in-suite site inspections. An SIUD expert will be available to assist condo boards through the process should any questions arise.

We are committed to serving our clients to the highest standards. Thank you for your patience and your trust in Normac. We are prepared to push through these challenges and put the safety of our Normac team, our clients, and our partners at the forefront of every decision we make. Stay safe and keep healthy.

Sincerely,

Cameron Carter
President