

March 17, 2020

Dear Valued CMBS Client,

We want to share information about the steps we've taken to minimize any potential impact to our clients as a result of the Coronavirus (COVID-19) situation and maximize our efforts to keep our team and clients safe.

This event, first and foremost, has all of us focused on the safety and health of our families, friends, and clients. We are closely monitoring the rapidly changing data and facts associated with COVID-19 and the impact it is having locally, regionally, and around the country. As part of our routine business operations, we have a business continuity plan in place to minimize any possible disruption to our organization and our ability to service our clients. We are prepared to continue the high level of service you expect from us.

- Employee and client health is a primary concern. We have mandated that employees not come to the office with any signs of illness or if they suspect that they have been exposed to individuals with COVID-19.
- We have implemented remote capabilities for employees and have invested in cloud-based technology, software, and collaboration tools to maintain operational integrity and services for our clients.
- Our teams have the ability to work remotely when necessary.
- We have minimized group meetings and travel to limit potential exposure.
- We are in constant contact with our service and technology partners, such as Imagine, to understand their preparedness and response to the continually changing environment.

Our people and processes are in place to honor our commitment to you as we work through turbulent and challenging times. We wish everyone good health and are available for any questions or concerns. Please do not hesitate to call me at 626-821-8132 or via email at alicia.vasquez@cmbsllc.net.

Alicia M. Vasquez, CRA, FRBMA
Chief Executive Officer