

Sentinel's Service Commitment

As our valued client, we want to assure you that we are committed to providing continued service to you and your plan participants throughout the duration of the Coronavirus outbreak. While our employees have not been directly affected by the virus at this time, we are closely monitoring developments and CDC recommendations and we have plans in place to ensure business continuity. We are taking precautions to help keep our team healthy and, should the need arise, our employees are fully prepared to work from home and/or conduct client meetings virtually.

Sentinel utilizes technology solutions designed specifically for business continuity and business disruption scenarios. Creating the technical architectures is one part of the equation. Ensuring the firm's continued operation in a disaster scenario from a staffing and client service perspective is the other. To these ends, the Sentinel Business Continuity plans include:

- A private cloud solution to host Sentinel's primary data center. All critical systems are maintained in a hardened facility with multiple redundancies built in for power/cooling and connectivity.
- Sentinel maintains a virtual computing environment and all employee workstations are hosted in its private cloud environment. Dual factor authentication and encryption solutions are in place as well to allow access to this environment remotely and securely.
- Sentinel employees are well practiced using these technologies and being a mobile workforce as part of normal business operations.
- As the days pass and expected work from home scenarios arise, Sentinel is focusing on communication, awareness and education to be sure its business operations transition smoothly. At the same time, both employee safety and client service capabilities remain priority.

As always, we appreciate our partnership with you. If you have questions, please feel free to reach out to us.
