



## Notice regarding COVID-19

The COVID-19 pandemic has effected all of us and we continue to adapt to the current environment. Royal Arcanum has continued to evolve and adapt well remaining financially strong based on our prudent investment strategy and operational strategies that we enable. We adapted our Insurance operation early during this pandemic, with many staff members being adjusted to a remote work environment in March and continue to do so. The home office associates haven't skipped and have continued to serve members maintaining the same office hours 8:00-5:00 EST. With incorporating and promoting more of or e-application use agents have been able to continue to operate as per the normal with results of increased Life Insurance production in 2020, which is remarkable considering the pandemic.

We have approximately 60% of staff working remotely today to ensure our associates have a priority on their safety along with Business travel being cancelled. The customer Service number can be reached Monday through Friday at (888) 272-2686 from 8:00-5:00 EST. If e-mail is more convenient is the dedicated inbox to assist with any question that you may have. This in box is maintained by our home office and will ensure all questions are answered and addressed in a timely manner. In addition to this we have implemented a new member focused monthly newsletter, which advised the latest happenings that are focused on the councils fraternal endeavors. If you would like to be included please e-mail the in box.

I thank you for being part of Royal Arcanum and we are honored to have you as a member. Keep safe and I wish you much health and happiness during this unprecedented time.

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