



Multi-Bank Securities, Inc. Response to COVID-19

March 16, 2020

Dear Valued Customers and Prospective Clients,

As the coronavirus 2019 (COVID-19) situation continues to develop in the U.S., I would like to take this opportunity to address the steps Multi-Bank Securities, Inc. (MBS) is taking to protect our employees and our customers.

MBS is fully staffed and available. We have full, continuous access to the markets and do not anticipate any interruption to your normal level of service. We are actively communicating with our mission critical vendors and are monitoring our mission critical systems at this time.

Our remote capabilities have been thoroughly tested as a regular part of our Business Continuity Plan. MBS maintains robust electronic systems that our employees can access securely from remote locations. Our Disaster Recovery locations are also operational and accessible in the event of a declared emergency.

I am closely monitoring this situation, including any state and federal recommendations, and am receiving daily reports. Members of our management team are always available if you have questions or concerns.

You can read more about our Business Continuity Plan at www.mbssecurities.com/business-continuity/.

Please do not hesitate to reach out to your account representative or our management team if you have any questions or require additional information. You can contact us at compliance@mbssecurities.com.

Sincerely,

David T. Maccagnone
Chairman and Chief Executive Officer

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