



Tri-Star Trust to Close Normal Access to Offices

To our clients and friends:

I want to thank you for your flexibility and understanding as we all work together to stay on top of the ever-evolving COVID-19 situation. Tri-Star Trust remains committed to serving your wealth management needs with the highest level of care, responsiveness and expertise.

Like many of you, we would like to do our part with preventing the spread of COVID-19. With that in mind, most Tri-Star Trust team members will begin working remotely and normal access to our offices will close as of 5 pm on Thursday, March 19, 2020 until further notice. Our goal is to continue providing seamless service to our valued clients and businesses.

What does this mean to you?

Call us. Even though most of the team will be working remotely, we will continue to answer your phone calls and field your questions. Our main lines remain in use and you will be transferred to the party you're trying to reach.

Frankenmuth: 989-652-6600

Midland: 989-492-7620

Lansing: 517-827-0045

Saginaw: 989-921-0010

Portfolios are constantly being monitored. Our team may be working remotely, but your assets are being monitored daily. Portfolios are still being analyzed, and we continue to monitor the market.

Contact your Relationship Manager. You will still have access to your Relationship Manager. If you need to drop anything off, please contact your Relationship Manager to make arrangements. Our staff directory is located [here](#).

Want to meet? We can meet virtually. We will happily meet with you over a phone call or video conference. If this is a way you choose to meet, we will send you directions on how to set up a video conference.

All of us at Tri-Star care about our clients and will continue to work closely to ensure exceptional service is delivered in a timely manner. We encourage you to take the CDC recommendations seriously, and we plan to do our part to slow the spread of COVID-19 and "flatten the curve." When the public safety concern has passed, we would love to see you again in person by appointment. Again, we stand ready to respond to your needs and will continue to work closely as we navigate through these unprecedented times.

Please take care of yourself and your families,
Gene C. Pickelman
President & CEO