



To our clients and friends:

I hope this note finds you well. With the recent rise in COVID cases, we have decided to allow the majority of our Tri-Star team members to work remotely. Our lobby doors will be locked, and access to our offices will be available by appointment only. We remain committed to serving your wealth management needs with the highest level of care, responsiveness, and expertise. Our goal is to continue providing seamless service to our valued clients and businesses.

What does this mean to you?

Our remote working arrangements support a normal workflow, allowing us to receive phone calls, access our network, and operate business as usual. 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: 989-921-001

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

You 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 still meet in person by appointment if you choose. We are following all CDC guidelines for your safety. We are also happy to utilize video conferencing and phone calls for those who have any concerns with in-person meetings. The good news is that we have become very proficient with remote work and have learned so much since this all began.

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 plan to do our part to slow the spread and provide extraordinary service to our clients.

Please take care of yourself and your families,

Gene C. Pickelman
President & CEO

