

**IMPORTANT NOTICE REGARDING MATRIX ABSENCE MANAGEMENT'S  
HURRICANE IRMA PREPAREDNESS**

*To Our Valued Customers,*

*As **Hurricane Irma** approaches the east coast of the United States, including our **Fort Lauderdale** claim and service facility, we felt it important to provide all our customers with this communication specific to our preparedness.*

*Our Business Continuity program has been put into effect in Ft. Lauderdale and, in cooperation with county and state authorities, this office will **close today no later than 6pm and remain closed for, at minimum, Thursday September 7<sup>th</sup> and Friday September 8<sup>th</sup>**. Moving forward we will work with appropriate federal and state agencies to determine the appropriate, safe time to re-open.*

***What does this mean to you?***

*If your claims are managed from a Matrix office other than Ft Lauderdale, you and your employees will not be impacted. Also, system access to our employee and employer facing suite of web applications (eComm's, eFiling, MatrixAbsence.com etc...), is unaffected by this situation. These applications are housed outside of the Florida area and remain secure.*

*However, please note the following:*

- 1. Customer Service and our Employees' Safety remain our primary concerns!*
- 2. Work currently being done in Ft. Lauderdale will be supported by our Phoenix, Arizona and Hawthorne, New York offices for the duration of this event.*
- 3. Our Ft. Lauderdale staff will individually set their out-of-office notifications (both email and voicemail) to direct inquiries to assigned colleagues based on Customer Assignments.*
- 4. All work, work product, and paperwork in our Ft Lauderdale office has been secured and remains safe.*
- 5. Finally, as mentioned earlier, Matrix Senior Leadership - along with federal and state authorities - will continue to monitor this storm and update our Staff and Customers accordingly.*

*If you have specific questions, please feel free to contact me at your convenience.*