

RE: COVID-19 Response – Update #27 – September 16, 2020

The Corix Group of Companies (the Company) is providing this twenty-seventh update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated September 9, 2020. Below you will find several actions the Company has taken since our last update:

- ***Regular Customer Communications*** – Throughout the duration of the COVID-19 pandemic, our Company has prioritized regular customer communication. The Company plans to send another direct communication to customers this week regarding updates on actions taken to ensure we meet our commitment to providing safe and reliable service and ensuring customers understand available options to support them in mitigating any potential outstanding overdue balances on their accounts. The notice will also be posted on our website. As we move forward, we will continue providing customers with proactive communication to share important information and updates.

- ***Health and Safety Guidance*** – As the COVID-19 pandemic has evolved, the Company has prioritized the health and safety of its employees and the communities it serves in its decision making, including with regards to creating new health and safety policies. As a part of this ongoing process, the Company's Incident Command Team continues to review and update our guidance and policy documents to ensure all employees remain safe while completing job tasks.

We hope you find these continuing updates by the Company helpful, and we invite you to email us at communications@corix.com with any questions or concerns you may have.