

August 30, 2019

**\*\*\*For Immediate Release\*\*\***

## **IMPORTANT NOTICE REGARDING MATRIX ABSENCE MANAGEMENT'S HURRICANE DORIAN PREPAREDNESS**

*To Our Valued Customers,*

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

Our Business Continuity program has been activated in Ft. Lauderdale and at this time, we will work in cooperation with county and state authorities with respect to any necessary office closures. Should such a closure become necessary, we have put the resources in place to mitigate the impact to you and your employees. Moving forward we will work with the applicable federal and state agencies to determine the appropriate, safe time to resume normal business operations from this location.

### **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 (AbsenceRadar, 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 Hawthorne, New York office primarily, and supplemented by our Phoenix, Arizona office for the duration of this event.*
3. *If it becomes necessary, 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 will remain safe.*
5. *We will post updates to our website ([matrixcos.com](http://matrixcos.com)) as warranted.*
6. *Finally, Matrix Senior Leadership - along with federal and state authorities - will continue to monitor this storm and update our Staff and Customers accordingly.*