

To our valued clients:

The e-bulletin below is being provided to all Sedgwick clients as an informational document. Only accounts serviced by our downtown Chicago office may be impacted. We hope this provides you with useful information should you have business dealings in the Chicago area during the NATO Summit.



May 16, 2012

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Upcoming NATO Summit in Chicago—Sedgwick downtown Chicago office in the “red zone”

As you may know, thousands of leaders and others from around the world will gather in Chicago this weekend for the North Atlantic Treaty Organization (NATO) Summit, hosted by President Obama. The summit will be held at McCormick Place May 20-21, and a number of related events will take place beginning Friday, May 18.

Our downtown Chicago office on West Jackson is in the federally declared “red zone” and, as a result, may experience unanticipated activity or disruptions. We have been working with local authorities and our business continuity consultants to determine the best way to ensure both the safety of our colleagues and uninterrupted service delivery to our clients and business partners. We are carefully monitoring the situation, including reports of anticipated traffic delays, road and public transportation closures, scheduled and unscheduled public demonstrations, and related security concerns.

Sedgwick, along with other local businesses including many of our clients, is **currently planning to remain open during the summit and conduct business as usual**. However, due to high traffic expectations and to ensure the safety of our colleagues at the onset of the event, **the office will be closing at 2:00 p.m. on Friday**. The building that houses our downtown Chicago office has ramped up security procedures throughout the week to help keep our colleagues safe. Should our plans change and the decision is made to change our hours of operation further, we will update you promptly.

However, we expect to have fewer colleagues in the office than usual during the summit due to the anticipated challenges of getting into downtown Chicago. Where practical, we are making arrangements for Sedgwick colleagues to have access to their email and Sedgwick claims systems from home. Colleagues working remotely will monitor voice mail throughout the workday and return calls as quickly as possible.

We have also made advance arrangements for Sedgwick offices in other locations to provide backup service for our Chicago colleagues. As always, we will alert you as quickly as possible of any changes or service interruptions impacting your claims program.

We are 100 percent committed to the safety of our colleagues and ensuring that you and your claimants receive the highest level of service during this busy time for our Chicago office. Thank you for your continued trust in Sedgwick.

Sincerely,

A handwritten signature in blue ink that reads "Dave".

David A. North
President and CEO, Sedgwick

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