



OPERATION NOTICES

As of 12-28-2020

We hope you and your family are safe and healthy. We wanted to share how XML has adjusted business operations related to COVID-19 considerations.

Great care has been taken to create a company infrastructure that enables our employees to work efficiently and continue to support business operations and our clients' needs for whatever situation is presented.

- We are doing our part to contain the spread of COVID-19. Our Rockville, Breckenridge and Falls Church branch offices therefore will be closed to the public for the time being.
- Some employees have a staggered schedule to process mail and paperwork. All employees are working remotely. The phones will be covered during normal business hours. We hope this transition is seamless in the service we provide and your ability to connect with us.
- Mail and package deliveries are being processed on an intermittent basis. Therefore, the processing of paperwork and check deposits will be delayed. Please contact us regarding time sensitive deposits and alternative methods or to set up ACH instructions. For security reasons, we advise you to contact us before sending courier packages (FedEx or UPS) and to discuss alternate options.

Thank you for your understanding.

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