



Responding to COVID-19

As we all manage through this uncertain and trying time, we wanted to personally connect with you. First, on behalf of everyone at Cape School, thank you for being a part of our extended family -- without your support, there would be no Cape School. We wouldn't be able to impact the communities we serve. Second, I want to share some of the steps we have taken to address concerns arising from Coronavirus (COVID-19). And finally, we send our best wishes to those who have been negatively affected to date.

The health and well-being of our customers, our staff, and the communities we serve will always be our top priority. Our dedicated team has recently implemented additional steps to help create a safe and healthy environment for our students and staff. These include:

- **canceling all live insurance CE classes** until April 30, 2020. After April 30, we will monitor the situation in each state and cancel live classes on a state-by-state basis.
- **waiving all no-show, rescheduling, and transfer fees** associated with all our classes effective immediately. We encourage all our students to consider our many options that can be done in the comfort and safety of your own home. Live webinars, teleconference, online self-study and correspondence courses are offered daily and can be a convenient and conscientious alternative to live classroom CE.

We appreciate your understanding and patience as we continue to adapt to the changing environment. As conditions arise, we may need to adjust hours of operation, standards of service, or even temporarily close locations to ensure the safety and well-being of our company team and customers. Many of our team are working remotely and to date, we have been fortunate not to have any confirmed cases of COVID-19 amongst our team. We hope by implementing these changes we can further limit the potential exposure and spread of the COVID-19 virus.

Cape School is a family-owned and operated business that was built with a deep commitment to serve people in order to contribute to a world that works for and includes everyone. Never has there been a better time to live our values. As we navigate through the weeks and months ahead, we will continue to look for ways to serve.

Walton G. Moseley
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