



May 11, 2020

To Our Clients, Vendors and Community Partners:

Our team remains devoted to delivering unparalleled service and support through consistent and transparent communication. We are eager to assist and offer solutions while our Client and community partners are working from home during the coronavirus pandemic. **Client satisfaction remains our top priority.**

Finger Lakes Region Meets Requirements to Begin Reopening

Amid the ongoing COVID-19 pandemic, Governor Andrew M. Cuomo today announced that as of today, the Finger Lakes, Southern Tier and Mohawk Valley Regions have met all seven metrics required to begin phase one of the state's regional phased reopening plan when NYS on PAUSE orders expire on May 15, 2020.

As we approach May 15, 2020, we have put regional control rooms in place, which are made up of the top government officials and academic and healthcare professionals in that region.

Comments from Governor Andrew Cuomo

"We are starting a new chapter in the fight against this virus - we've worked together as a state to flatten the curve and the decline has finally reached a point where it is just about where we started this journey, so now we can turn to reopening."

"As we approach May 15, we have put regional control rooms in place, which are made up of the top government officials and academic and healthcare professionals in that region, to watch the situation in each region develop and increase or decrease the activity and speed of reopening based on the metrics and guidelines. These control rooms are critical because we just made it over the mountain and nobody wants to go back to the other side now."

Regional Control Rooms

Governor Cuomo also announced the members of the regional control rooms that will monitor regional metrics during the reopening process. These regional control rooms will monitor the hospitalization rate, death rate, number of new hospitalizations, hospital bed capacity, ICU bed capacity, testing and contact tracing within its region during reopening and alert the state if the region's metrics no longer meet the reopening guidelines and adjust the reopening plan for that region accordingly.

<https://www.governor.ny.gov/news/amid-ongoing-covid-19-pandemic-governor-cuomo-announces-three-regions-new-york-state-ready>

We Work As A Team – Together We Can Accomplish Anything

If you should have questions our Client Care team is eager, ready and available to assist.

Toll Free Access: (800) 724-7500 (option 6)

Email: clientcare@conserve-arm.com

Web Portal: <https://clientportal.conserve-arm.com/ClientPortal/Account/Login.aspx>

We Value Your Business

During these unprecedented times, we will continue to make the best decisions with the information we are provided. We thank you for your support and value your business and encourage you to stay informed via regular updates provided by the [World Health Organization](#) and local government authorities.

Our people are at the heart of ConServe and Client satisfaction remains our top priority.

Sincerely,

Kevin Gelabert
Chief Marketing Officer