We have been and will continue to be in touch with you about how COVID-19 is affecting the markets and your clients’ investments. In addition we also want to take a moment to provide you some important reassurances about our business operations. CNR remains open and fully operational. Our team is working tirelessly to manage your clients’ portfolios using our years of experience and in depth analysis. Together, we remain your dedicated partner in ensuring clients are positioned to achieve their long-term goals. And, as always, we are simply a phone call or email away.

COVID-19 is a public health crisis and in order to protect our colleagues and communities we are asking much of our team to work remotely. This helps minimize the spread of the virus and ensures our operations continue normally with minimal impacts. Fortunately we have a robust business continuity infrastructure in place that enables our colleagues to work remotely in a way that is almost seamless to you and your clients. Additionally the backing of RBC and CNB gives us depth of resources to equip for this scenario.

Going forward, a few small adjustments are noted below:

1. **Deposits of Checks or Stock Certificates for Pershing accounts introduced by City National Rochdale Securities**: If your client is making a deposit to their CNR accounts at Pershing using a paper check or hardcopy stock certificates, we ask you FedEx these directly to Pershing to avoid any processing delays. Simply write the client’s account number on the check memo or stock certificate and send to the address below. Please also email csoperations@cnr.com with the details of the deposit (account number, amount, check or certificate number) so we can ensure they are processed as intended. We are working on a way for you to do this electronically and will send more information about that option as soon as possible.
   
   Pershing, LLC  
   Money Desk/Check Processing Department  
   One Pershing Plaza  
   Jersey City, NJ 07399

2. **Mail**: Sending materials electronically is the only way to avoid processing delays. Scan and email important documents or contact us to take advantage of eSignatures. Physical mail will be processed after colleagues can safely return to our offices.

3. **Meetings & Events**: Where ever possible, we will switch to virtual alternatives like conference calls or webinars. We are evaluating all planned in-person meetings and events on a case-by-case basis. We have been and will continue to contact affected participants as soon as a pre-planned meeting or event is cancelled or rescheduled.

4. **Materials**: We will continue to provide client materials like Proposals, Investment Policy Statements and Portfolio Review Books in a timely manner electronically instead of hardcopy.

We thank you for your understanding and for working with us as we make these temporary adjustments. We look forward to letting you know when we can fully return to business-as-usual.

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