



## LETTER FROM THE PRESIDENT

Dear Shareholders,

It has been quite the baptism of fire since I stepped up the ladder as your president in 2019. The global COVID-19 pandemic came as a total shock to the nation and to the world, which has so far devastated many businesses. Fortunately, we are considered an essential industry allowed to operate at skeleton force up to 50% capacity while others had to completely halt. The initial challenge was transitioning to a work-from-home situation and at the same time continue operations effectively despite the limited transportation and guidelines regarding constricted movement during ECQ. With careful strategy, we were able to overcome these difficulties. While we lost a lot from our travel insurance income, and also lost a few clients due to the COVID19 virus, and the financial havoc of the pandemic, we were simultaneously doubling, if not tripling our efforts to gain more clients by turning challenges into opportunities.

With that, we were able to end the year on a positive note in terms of our financial status. Yes, we are still alive and kicking. Literally and figuratively! It may take longer than we thought for the pandemic abatement, so we must tread cautiously and hopefully into the succeeding years to come. We are looking at the rise of the digital age and must provide ease of access to all our clients. Faster, better, more comprehensive service at the touch of a button. We can do this!

All the best,

A handwritten signature in black ink, appearing to read "DRoco", is placed over the typed name.

DENISE ROCO - DE LEON

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