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What is Sungard Assurance NM?

Assurance NM is an emergency notification tool used to provide timely information and instructions in emergency situations.

Will Assurance NM be used only for emergencies?

Assurance NM will be used if a situation poses an urgent or immediate threat to health or safety, or if a situation significantly disrupts office activities, such as a weather related closing or network system outages. This system will only be used when timely information needs to be communicated immediately. Assurance NM will NOT be used to disseminate routine communications.

How will it work?

During enrollment, you can choose to have the Assurance NM software push out notifications via telephone, cell phone, email, and/or text messaging.

Will I receive the same message by telephone and text message?

The messages communicated will contain the most important information and instructions. However, because of limitations in text message size, alerts may not always be identical.

Once enrolled, how can do I change my notification information?

When you register at the Firm's portal, <http://venable.sendwordnow.com>, you will create a login and password. You can log back in at any time to modify your contact information.

The QRC has step-by-step instructions for adding or modifying your contact points. Visit <http://guide.venable.com> from any browser to access links to the QRC and this FAQ document. Internally, you can access the portal from *Intersect/Applications* and clicking the *Assurance NM Enrollment* link.

Is my information confidential?

Yes, all information in your enrollment profile is confidential and will only be used to send notifications in urgent situations or a business emergency. This information is not shared with any third party.

Is enrollment required?

While utilizing Sungard is optional, we encourage you to subscribe to the service as we will be using this tool to communicate important firm information.