

Report of the CEO

Good morning everyone. This has been an interesting year so far at the home office.

COVID-19

- Adapting to all of the COVID-19 orders, regulations and guidelines has been a big undertaking for UCT.
- At one point we had 2/3 of our staff working remotely.
- We still have 20% of the staff either working remotely on a full-time basis or alternating days in and out of the office.
- We currently wear masks in the office when we are not at our desks and are required to take a daily health assessment check.
- All-in-all, the staff has done a great job adapting and making sure that UCT moves forward.

Fraternal

- The fraternal staff and Board of Governors have worked diligently to move from the convention in Lexington to this virtual meeting. They were able to overcome many obstacles to bring us here today
- The fraternal staff also assisted a number of regions in setting up virtual meetings.

Business Operations

- From an operations standpoint, we adapted to our ever changing business environment, implementing updates to help our members and agents.
- The general website is now available 23 hours a day.
- The SIS portal will be available 23 hours a day by mid-July.
- Based on our original sales projections for 2020, sales were down approximately 70% at the lowest point during this COVID-19 slow down.
- Sales have started to pick back up as states start to re-open.
- Even though sales have been down, claims have been less than projected as well.
- This has resulted financially in positive bottom lines for April and May, and has pushed our 2020 YTD bottom line positive.
- We will still be facing challenges through the end of the year as we work to increase sales and try to find ways to become more efficient and cost effective, but we will take the positive as they come.

Kevin Hecker, CEO