



March 25, 2020

To our valued Clients,

We hope that this message finds that you and your families are safe and have remained virus-free. This is truly an unprecedented moment in history.

In this trying time, please rest assured that Berkheimer is still open and operational. We are doing everything we can to continue to provide the fast and comprehensive service that you are accustomed to.

At this point, we do not anticipate any disruptions in our services. Although Governor Tom Wolf has ordered all non-life-sustaining businesses in Pennsylvania to close their physical locations to slow the spread of COVID-19, our operations are on the "Approved" list and are permitted to stay open and continue operations. However, due to the recommended social distancing guidelines for COVID-19 all Berkheimer offices statewide will be closed to the public.

Fortunately, the investments that we have made in technology allow the vast majority of our staff to work from home, including our Customer Care team. We have spent the last few days expanding a "Work-From-Home" environment to virtually all of our tax processors and our main Bangor facility is essentially empty.

Further, the bulk of EIT revenues are submitted electronically by employers and can easily be processed and disbursed by employees working remotely. For paper documents, our BerkOne Operations Center remains open to process, scan, and deposit them. This delivers the documents into various electronic workflows that can be worked by our processors.

You should not see interruptions in distributions due to disruptions in our services.

However, in the coming months there will be an impact to collections. This will include Earned Income Tax, Local Services Tax and Business Privilege/Mercantile. Until we know which employers/taxpayers have been affected, and to what degree, we do not currently have enough data to project the extent of the impact. As employers file 1<sup>st</sup> and 2<sup>nd</sup> quarter, we should be able to do more analysis and provide you with better insight.

Additionally, the filing due date for annual returns has been extended to July 15, 2020. This will change the timing of many of the activities & services that we perform, but other than a slight reduction in Penalty and Interest income, there should be little lasting financial impact to this extension.



We know that changes are happening rapidly, and we will continue to keep you updated.  
Thank you for your patience and understanding.

Should you have any additional questions or concerns please feel free to reach out to me or your  
Client Service Representative. We are here for you.

Best of Luck to you all. Stay Healthy.

Respectfully,

A handwritten signature in black ink that reads "John DeRemer". The signature is fluid and cursive, with a large initial "J" and "D".

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