



CMiC GO-LIVE EXTENDED TO MAY 6TH

Keeley'ns,

After careful consideration and the consultation of our Executive Team, Board, and Implementation Team, **we have made the decision to extend our Go-Live date for the CMiC launch from April 1st to May 6th.**

We've been measuring Go-Live readiness through eight key areas – many of which continue to meet expectations and are ready for Go-Live. Unfortunately, the process of converting data from our current systems to CMiC is not where it needs to be. Our team is making significant improvements to the data conversion process, including scheduling another data conversion in early April, to ensure a successful Go-Live on May 6th. We are committed to a smooth CMiC launch, so taking more time to refine the data process will help ensure Keeley'ns have the best rollout experience possible.

We are extremely grateful for the work so many Keeley'ns continue to put into this project. From our CMiC Core Team, to Project Controls & Accounting, to countless Keeley'ns serving as SMEs & Trainers – this has truly been an incredible team effort. We are targeting April 30th as the new cutoff of Sage before going live in CMiC on May 6th. We will be finalizing the updated cutover plan in the coming weeks and will share the final schedule with Keeley'ns soon.

As for training, **all training scheduled for March will take place as planned.** This in-person, hands-on training is vital in laying the groundwork for users to transition successfully to CMiC. This extended window before Go-Live will benefit Keeley'ns through the addition of follow-up training classes, Q&A sessions, and individual practice time in CMiC over the course of April. It also provides the opportunity for additional in-person training for our field leaders and regional markets, ultimately increasing our team's understanding of the system before Go-Live.

This decision was difficult, but we believe it is the necessary solution for ensuring this system rolls out successfully. This extension is being made to benefit our Keeley'ns and ensure the best transition experience possible. If you have any questions, please feel free to contact any member of the CMiC Core Team. We appreciate your understanding and look forward to seeing you at training before we go live on May 6th!

A handwritten signature in purple ink, appearing to read 'Jim Lee'.

Jim Lee | President

A handwritten signature in purple ink, appearing to read 'Michael Rupinski'.

Mike Rupinski | Chief Risk Officer