



March 16, 2020

To Our Community,

For the first time in the Society's 70-year history, it is with a heavy heart that RIMS regretfully must cancel its 2020 Annual Conference & Exhibition. We can't express enough how grateful we are for your patience as we explored every viable option.

As we moved through our own risk management process, assessed the facts, analyzed the data and carefully calculated the outcomes of a range of scenarios, it became abundantly clear that this was the best decision for our members, our conference participants, and our employees. At the end of the day, your health and safety remained our number one priority.

There is still much work to be done. In the coming weeks, RIMS is committed to addressing the hundreds of agreements, policies and commitments, as well as the concerns of thousands of attendees. Connections Housing will administer cancellations for reservations within our hotel block on your behalf and we are working through the refund process. RIMS has created an FAQ to answer many of these questions but, again, we ask for your patience as we navigate this complex process.

As you manage the impacts of this global health pandemic for your organizations, please know that, although we could not meet in Denver, the RIMS community is here for you. Our "Risk Professionals" online community on *Opis* continues to be active, our RIMS COVID-19 Information Center offers resources and articles, and we will be developing other virtual opportunities to support you during this challenging time.

We want to thank the insurance brokers, carriers and industry partners whose senior-most-leaders came together to offer their guidance and support for RIMS and our community. It is truly amazing what this united front can accomplish.

We also commend the leadership of our Board of Directors, RIMS staff, Annual Conference Programming Committee and volunteers for their contributions to this team effort, as well as our chapter and advisory group leaders who have been our advocates on the ground, across the globe. And, we certainly acknowledge the support of our business partners in Denver who will unavoidably feel the impact of this decision. Most importantly, we would like to thank you for being a part of our global community and for your commitment to advancing this remarkable profession.

Today is a historic day in RIMS legacy. It will be a day that marks the undeniable value of strong risk management and its ability to scale adversity with tact and precision, enabling organizations, like RIMS, to implement informed strategies for future success.

Please be safe, be well and we look forward to engaging with you throughout the year.

Wishing you all good health and resilience in the days to come,

A handwritten signature in black ink that reads "Mary Roth".

Mary Roth
RIMS CEO

A handwritten signature in black ink that reads "Laura Langone".

Laura Langone
RIMS 2020 President

For the first time in the Society's 70-year history, RIMS regretfully cancelled its 2020 Annual Conference & Exhibition. We know that you will have many questions regarding this decision and the steps ahead, so we developed this FAQ to provide you with some immediate answers.

1. Why did RIMS decide to cancel RIMS2020?

As news from federal and local government agencies continued to surface condemning large-scale gatherings, as well as alarming updates from health authorities, it became apparent that cancellation was our only option to ensure the health and safety of RIMS 2020 registrants and staff.

2. Why did it take so long for RIMS to cancel?

Your RIMS team looked at all imaginable and viable options to deliver RIMS 2020 and wanted to ensure these alternative strategies were thoroughly explored.

As we advanced through our own risk management process, assessed the facts, analyzed the data and carefully calculated the outcomes of a range of scenarios, it became abundantly clear that cancellation was the best decision for our members, our conference participants, and employees.

Additionally, RIMS 2020 has hundreds of agreements, policies and commitments in place. The RIMS team is working diligently to provide conference participants with exceptional customer service as we navigate this situation together.

3. What should I do about my hotel reservation?

For those who booked within RIMS housing blocks, your hotel reservations will be cancelled for you, and you will receive notice from Connections Housing. For additional questions about your housing accommodations, please contact: RIMS@connectionshousing.com. For others, please contact your hotels directly to discuss their individual cancellation policies.

4. How will the refund process work?

We are working on the refund process and will have more information for you in the coming days. As we work through this process, we ask that you consider alternative RIMS opportunities to educate, network and share your companies' solutions through our array of programming and content.

We appreciate your support and patience as we begin the process of dismantling the conference.

Also, please note, as of March 16th, RIMS staff will be working remotely due to COVID-19.

Refund requests can be sent to Exhibitor_Refunds@RIMS.org or Attendee_Refunds@RIMS.org and we will address them as soon as we are able.

5. Will my speaking session for RIMS 2020 carry-over to the 2021 Annual Conference?

Each year presents new risks, new trends and new strategies. To keep RIMS Annual Conference relevant, it is imperative that we have a review process to ensure our educational programming aligns with current events and risk management practices.

Unfortunately, sessions will not carry-over to RIMS 2021, however, we encourage you to submit your sessions during the submission window later this year. Additionally, there may be opportunities for you to share your presentations with the RIMS community virtually. We will reach out to you as those opportunities become available.

All submissions are reviewed by RIMS Annual Conference Programming Committee, a group of volunteer risk professionals who dedicate their time and experience to ensure our conference delivers the best risk management education.

6. What is the status of RIMS Regional, Fall and Winter events scheduled for 2020?

We are monitoring and assessing the trajectory of COVID-19 and will make informed decisions as we get closer to each event.

RIMS is also exploring virtual meeting opportunities. As new information emerges about these product offerings, we will be sure to communicate it to you.

7. Where can I submit questions not addressed in this FAQ?

Exhibitor Refund Requests: Exhibitor_Refunds@RIMS.org

Attendee Refund Requests: Attendee_Refunds@RIMS.org

Speaker questions: speakers@RIMS.org

Housing questions: RIMS@connectionshousing.com

Membership questions: cst@RIMS.org