

Prepare for transition

Life is a series of transitions. We leave elementary school for middle school and then high school. Some attend college and others go to mortuary school. Perhaps our first job requires us to move to a different city. We land our first professional job and learn the ropes of the work force. We find love, start a family and guide our children through their lives.

Some of the transitions we go through can be easy, while others may require a little effort. We are about to go through another one together as a Company with the pending merger with Service Corporation International.

We will have to learn SCI language, processes, systems and products. It's something many of you have done before as the Company has acquired new locations over the years.

This should not cause angst, though, because of our strong foundation of industry knowledge. It's also important to note that SCI is impressed with the Stewart way and has expressed interest in trying to incorporate some of our ways of doing things into its operation.

Even though we never really know what we're facing until it actually happens, we can do a few things to ready ourselves.

Keep an open mind and remain positive

Instead of automatically thinking a new situation or another way of doing something will be bad or difficult, realize this transition may create an opportunity to re-evaluate how something is done and provide a way to improve. Maintain an optimistic outlook and embrace what's new.

Be flexible

A transition is an ever-evolving process, which means things will continue to change. As employees of the Company, we are used to facing new challenges every day. If your manager asks you to take on new responsibilities, look at it as an opportunity to further your career.

Pay attention

Company leadership is doing its best to keep you up to date on merger-related news as soon as it happens. Whether it's answers to questions submitted to questions@stei.com, a meeting with your manager or an update on the progress of the merger, make sure to keep yourself informed — and ask questions, if necessary — so you know the facts and are not misled by rumors.

Solidify your relationships

We already have strong connections

with our families and communities, and that must continue. The families we serve expect — and deserve — quality service now and after the merger is final. If customers ask you questions, reassure them that they will continue to receive the Best in Class service to which they are accustomed.

Continue to be the best

Continuing to do good, quality, caring work will help you navigate through the transition. It will keep your attention on the task at hand and set you up for success after the dust settles. Keep in mind that the seeds you plant today will determine your success in the future.

Above all else, remember that we have established ourselves as the best in our industry and that serving families is why we're here.



Jerry Myers

Jerry

Communication is key!

We know many of you may have questions related to the merger of our Company with Service Corporation International. If you have a question related to the merger that your manager or Human Resources representative is unable to answer, email your question(s) to questions@stei.com.

We will then periodically email answers to the most frequently asked questions to all employees in an FAQ document.

Information also is being posted as it becomes available on *SEnet* under the "Employees" tab.

Additionally, if you experience anxiety and uncertainty about this situation, remember that our Employee Assistance Program (EAP) is available to all employees at no cost. Our

EAP, the Cigna Life Assistance Program, helps you address life's daily challenges, including issues like parenting, education, aging, financial and legal questions, and emotional health. The program provides 24-hour confidential access to professional advice including some face-to-face visits when needed.

To access EAP benefits, call (888) 371-1125 or visit www.cignabehavioral.com.

