

COVID-19 update from Wealthtime

We are pleased to inform you that we are operating business as usual with no impact to the running of our day to day business and that we have implemented our robust contingency plans to maintain client service during this time and to make sure we are able to continue to operate our critical processes and meet our Regulatory obligations.

However, we would like to draw your attention to the following items:

Cheques

We would ask that where possible, you encourage clients to make payments via bank transfer directly to their Wealthtime products. Bank account roll numbers are available online in two places. For each client you can find the payment details by product on the 'Payments' screens. Alternatively, go to the 'Dashboard' and select Clients on the left hand side and select the 'Product Roll Numbers' report.

We are in regular communication with our banking provider Barclays, regarding the provision of branch services so that we can continue to bank cheques. There is an increased probability that they will reduce their counter services or even close their branch networks and in these circumstances we are currently looking at how we can use the postal service available with Barclays Bank.

Additionally, from this week, we will only be taking the cheques to the bank on alternate days to reduce the risk of social contact for our employees.

Direct Debits

It is possible to suspend Direct Debits for up to 12 months rather than cancel. Suspended Direct Debits can be restarted at any time within the 12 month period and don't require a new Direct Debit mandate as with a cancellation. To request that a direct debit is suspended, you just need to send us a secure message and we will arrange for this to be done.

Telephones

We have a number of team members working from home and are currently operating reduced team numbers in the office. We would therefore ask that you use our secure message service as much as possible to help us to maintain the high service levels you are used to.

We will continue to provide you with regular updates but if you have any questions please do ask.

Best wishes and good health

The Wealthtime team