

## COVID-19 update from Wealthtime

As Coronavirus continues to impact people and businesses across the UK and globally, we wanted to reassure you regarding our Business Continuity Plans and the steps we are taking to allow us to continue supporting your business during this period.

We have robust contingency plans in place 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.

We are following Government advice and reviewing the situation regularly. Currently we are operating business as usual with no impact to the running of our day to day business. However, we are also taking the following measures:

- Team Members have remote access to work remotely from home and we also have split site arrangements.
- Identification of critical processes and their key deadlines/times/dates and non-key processes that can be deferred.
- Accepting key documents via secure message should the postal service be disrupted
- We are speaking to our team and monitoring the situation on a daily basis. We have been providing as much information and advice to them as we can. We are asking them to be vigilant with their own health and encouraging them to stay at home if they feel unwell.
- We are taking a range of precautions within our offices to reduce the risk of infection, including providing hand sanitiser and posters throughout the building encouraging staff to take action such as regular handwashing.
- Where possible, we are holding Skype and telephone meetings in place of face-to-face meetings.
- Non-essential travel/meetings have been postponed.

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

Best wishes and good health.