

## IMPORTANT UPDATE

Following the outbreak of the COVID-19 virus, I have been asked by numerous clients what our plans are in the event of a large-scale outbreak, resulting in quarantine measures. I want to assure you all that our existing disaster plan covers all eventualities and services will be maintained. We also undertake regular due diligence on our suppliers and partners to ensure that they too have robust procedures in place.

The well-being of our clients and staff is paramount in my planning. For now, I am therefore asking all our clients to consider holding review meetings with our advisers (myself included) using the various technological services available, most of which are free to use. Minimising face to face contact will help reduce the risk of contagion.

We have today implemented a remote working policy with only a skeleton staff attending the office to deal with post. This should be largely imperceptible to you as clients, as our systems, including telephones, are cloud based and accessible from anywhere. During this period, it would be helpful if you were to communicate with us by email or telephone and utilise our secure client portal for valuations where possible.

Clearly, no amount of planning or technology can completely mitigate the effects of large-scale staff illness, but we will continue to follow the guidance from Public Health England and do all we can to minimise the risks.

I would like to take this opportunity to thank you for your continued support and if you do have any questions or concerns, please do not hesitate to contact me or your adviser.

Yours sincerely -

A handwritten signature in black ink, appearing to read 'Simon J Cocking', written over a horizontal line.

**Simon J Cocking**  
Chief Executive