



23 March 2020

Subject: Response to Covid-19 from Prime Time Advisory

Dear valued client,

With the evolving and challenging COVID-19 situation, we understand that many people are experiencing insecurity and uncertainty about what the future holds. Our number one priority is the health and safety of our staff, clients and their families and we want to do whatever possible to mitigate the spread of the virus. We want to reassure all our clients that we are taking extra care and precaution to protect our employees' wellbeing and to ensure we are continuing to provide all the services and support that our clients need.

Business continuity:

Some of the measures we are taking with our teams include rotating shifts to reduce contact between number of staff in the office, working from home arrangements and minimal face to face meetings with clients. We have been closely monitoring the advice of the government and health officials and are prepared for this scenario to allow for our services and support to remain uninterrupted over the coming months.

We will be continuing to carry out client reviews and meetings, and these can be offered to our client via virtual meetings conducted over the phone or via video conferencing depending on client's preferred option. We already have several clients who we conduct virtual meetings and appointments with, so this is a very familiar process to us.

We understand that face to face meetings are sometimes required, particularly in relation to the witnessing of documents, we have put in place precautions to minimise close contact as much as possible and look to other signing options where appropriate.

Our continued help and support:

We will continue to communicate and keep informing you of any updates during this period. We want to say thank you to all our clients for their support and together we will get through this.

As always, we remain committed to delivering quality service to our clients and are here to support their needs in any way we can. We're available and ready to help, so please don't hesitate to contact us.

Here are a few handy links to stay informed on COVID-19:

World Health Organisation – [Advice for public](#)

Australian Government Department of Health – [Stay informed about COVID-19](#)

Please take care and stay well,

Regards,

Prime Time Advisory Team

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