



Client Update: Our COVID-19 Approach

To Our Valued Clients and Community,

As the COVID-19 pandemic continues to sweep our nation and the growing challenges we are all having to face, our focus remains on our commitment to continue to partner with our clients and continue to work towards taking every necessary step we can to ensure your Retirement savings are as secure as possible in these uncertain economic times.

Rest assured, with over 30 years of Industry experience, our Board have witnessed and survived the Global Financial Crisis (GFC) and we continue to be open for business and here for our clients. Through every challenge we have faced together, our client's financial futures are and will continue to be our number one priority.

Please understand, now may not be the ideal time to make changes to your superannuation and investment accounts and its imperative you remember that markets do and will continue to fluctuate.

Historically, we have seen that these downturns are only temporary, and Superannuation is a long-term investment. Shifting your retirement savings into cash could be the wrong thing to do whilst the markets are experiencing such uncertainty and when the market recovers, you could potentially miss out on money you could have earned.

Before you make any rash or emotional decisions, we urge all our clients to speak to one of our Advisers.

We continue to seek guidance from the World Health Organisation and will continue to provide updates as they come. In the meantime, its important for you to know have implemented the below strategies in reducing the spread and embracing the world of social distancing:

- Requiring the majority of ALL staff to work from home;
- Requiring ALL staff that have recently flown in on a domestic or international flight to self- quarantine for a period of 14 days;
- Doctors clearance required for any staff member that has shown signs of being unwell prior to entering the office;
- Cancelling ALL face to face ongoing training and requiring completion of necessary Continued Professional Development to be done online;
- Restricting ALL client face to face appointments and visitors to the office;
- Additional cleaning services engaged to provide an increased cleaning regime.



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On a personal note, I would like to take this opportunity to reiterate my ongoing commitment and dedication to you all in this time. I consider it both an honour and privilege to be at the helm of this organisation as we navigate our way through these rough seas.

Kind regards,

Naomi Prassinas
Operations Manager



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