

Coronavirus (COVID-19) Statement and Planned Policy

We have now been in the government enforced lockdown for some weeks now and as we write this update and review to our policy, it is clear that the government is gradually introducing steps to try and get people to return to work.

However the underlying advice from government remains that if a business can operate from home it should continue to do so and we have therefore taken the decision to continue to work with all of our staff operating as efficiently as possible from the home working stations we have put in place. We are aware that this is not entirely convenient but we are mindful that many of our clients are elderly and would be classified as being in the 'At Risk' categoryindeed some of our advisers are equally classified as being 'At Risk'.

Throughout this lockdown we have tried to carry on as before the virus with seeing new clients and carrying out review work and with some success despite many provider offices being closed or working on limited capacity. Thanks go to all of our staff for persevering with the arrangement and the effort they have put in to make it work as well as could be hoped. Thanks also go to our existing and new clients that have shown some understanding and patience.

Our priority continues to be the prevention of this virus and to protect our staff and clients and as far as possible, therefore, our business will continue with the following guidelines.

- Please continue to make any usual enquiry as we are able to use technology to speak with you – either by email or on the phone or by video conferencing.
- If you wish us to review any paperwork please do leave this by scanning across to us or delivering this to the office where it is picked up regularly.
- Home visits will continue to be kept to an absolute minimum.
- No visits to the office will be possible by members of the public but an alternative means by which we communicate will be considered. Initially please do contact us at matthew.trower@absolutesense.co.uk with any enquiries and how best we can communicate with you.

These measures will be kept under constant review but please do help us prevent the spread of this virus and support your local Chartered Financial Planning team.

Please see further links below for information and advice:

[NHS](#)

[GOV.UK](#)