

# Coronavirus – frequently asked questions

## What arrangements do you have in place to manage a significant reduction in the number of staff available to work on a day-to-day basis?

We have initiated remote working procedures to ensure the business remains open and the platform fully operational. We have maintained service levels since we put these measures in place and we are confident that we will continue to maintain continuity of service.

We will continue to monitor staff resources as the levels of illness increase and will seek to redeploy staff to retain normal service wherever possible.

In the event of excessive levels of staff sickness we'll endeavour to provide early notice of likely areas of impact as well as our plans to mitigate any adverse effect.

## Are there any changes to your opening hours?

No. There are no planned changes to our opening hours at this stage and our BCP planning seeks to minimise disruption to our opening hours.

We will monitor staff resources as levels of illness increase and will seek to redeploy staff to retain normal opening hours wherever possible.

## Are all of the normal telephone lines still working?

Yes. We upgraded our telephony infrastructure at the start of the year and this ensures we are able to operate from any location using the same telephone numbers. Full system functionality is available when working remotely.

## Will all emails, jiras and live supports still be answered as normal?

Yes. We aim to ensure business as usual across all contact systems. In the event of excessive levels of staff sickness we'll endeavour to provide early notice of likely areas of impact as well as our plans to mitigate any adverse effect.

## Will there be any impact on new monies being accepted and deposited, including cheques being cashed?

We do not anticipate any impact at this stage but would strongly recommend the use of bank transfer rather than cheque, particularly in the lead up to the tax year end. We are continuing to accept cheques at this time, but this situation may change at short notice due to current and expected disruption to the mail service and the limited number of people with access to our office. If clients insist on using

cheques, we cannot guarantee these will be processed in a timely manner.

## Will there be any impact on transfers being received or transferred off platform?

We will continue to process transfers as normal but have a high level of dependency on the ceding companies who may suffer delays due to office closures, staff illness levels and changing priorities over which we have no influence. We will continue to monitor change in normal service levels we receive and will communicate with users where appropriate.

## Will there be any impact on trading activity or settlement timescales?

We do not anticipate any impact at this stage. The majority of trades are electronically processed. We will continue to monitor the situation and keep you updated.

## Will withdrawals, pension income payments and adviser fees continue to be made on time?

All regular payments already set up will be part of an automated process and will therefore continue to be paid.

Adhoc payments are not automated but will be treated as a priority in the event that resource levels are impacted and there is a disruption to service.

## Will you still need original handwritten signatures, now that lock down has been put into effect?

To alleviate the issues relating both to the lock down and potential delays to the mail, and from 27 March until further notice, we're accepting scanned copies of all documents, provided they have been correctly completed and contain a clear client signature. We are mindful that situations like these are ripe for increased fraud attempts. Our current procedures are designed to minimise attempts at fraud, and while we do not plan on changing these at this stage, we will keep this under review. For guidance on scanned documentation, please visit, [WEB LINK HERE](#)

## How do I send scanned documents?

Scanned documents must be attached to Jira as this will provide us with a full audit trail and timeline of events and is the most secure method of electronic delivery. Please do not send us any documents via email.

#### Will new fund groups / structured products still be added?

We will continue to add new fund groups and products as required subject to receipt of the relevant documentation from the fund groups.

#### Are there any changes to your trading times?

There are no changes at this stage.

#### What happens if the markets close?

We don't believe markets are likely to close, however to avoid any issues with fee or income payments, it's important to maintain an adequate cash balance in client accounts.

#### Are you applying greater flexibility to timescales such as returning money where clients send these direct and we receive no commitment or where ceding schemes send a transfer but no confirmation?

There are no plans to change our current processes which will continue to operate in accordance with our CASS regulatory obligations.

#### Will your tax year end deadlines be impacted by the current situation?

All tax year end deadlines are published on the TYE tab on the platform and any potential future changes will be updated there.

#### How will you keep me informed of the latest developments?

We will continue to post updates to our adviser and client websites, on the platform noticeboard, on Jira and by email. If you have any specific questions that are not covered in any of these updates, please contact your account manager or client relations manager.

#### How often will you keep me updated?

We will post updates to this notification on a weekly basis for the foreseeable future. Should the situation require it we will provide more immediate updates.