

Yovich & Co. COVID-19 Update



Yovich & Co at Level 2

Dear Client,

We hope you are well and safe and looking forward to returning to what will be another 'new normal' for businesses.

Now that Level 2 is upon us, we are advising you of how things will work at Yovich & Co over the coming weeks. Our approach under the 'play it safe' recommendations from the Ministry of Health will involve a gradual physical return to work for staff and in doing this provide a safe environment for you, our clients.

We will continue to be available to respond to you as per the arrangements during Level 3 and Level 4:

Email: use the usual email address to contact your Adviser or anyone of the admin team.

Phone: The usual phone number (09) 553 3688 will be answered by Julie, or by a backup person if she is on the phone, or if the switchboard is overloaded you can leave a message for us to return your call.

Virtual meetings: We have the ability to chat with you via Skype, Zoom, or Teams ...on your computer, laptop or phone...just contact us to assist with setting this up if you have these options available to you.

Appointments & Records Drop-off: For physically visiting our offices at 23 Rathbone Street, Whangarei the following protocols will apply:

> Our Whangarei office will be open from 12:30pm on Wednesday 8th September

Any physical visits to the offices **MUST** be by appointment please.

If you drop off records you will still need to sign into the covid tracer app and answer our sign-in screening questions - please do not be offended when we ask you to do this.

If you have an appointment to attend our office, please do not worry. Our meeting rooms will be limited and sanitised for your protection. You will be required to wear a mask for face to face appointments.

However, if you are unwell, please **DO NOT ATTEND** your appointment and please don't drop records off.

Distancing and sanitising protocols will be in place when you enter and exit.

Thank you for all your patience, cooperation and communication during this very challenging time which has been much appreciated.

We will stay in touch with any upcoming changes.

Please remember if you require any support with operating your business in the new normal, please get in touch with your Financial Adviser or admin team or reach out to.

share@yovich.co.nz

We wish you well in the weeks ahead as we enjoy some more cautious freedom.

The Yovich & Co team