

IMPORTANT NOTICE TO CLIENTS re: COVID-19 (Temporary Safety Measures)

The outbreak of COVID-19 and its global impact has created a lot of uncertainty in businesses and communities alike. We empathize with the challenges this brings to all of our clients and their families.

Amidst the uncertainty that surrounds COVID-19, our first priority is making sure our staff and clients are taking the necessary precautions to keep themselves and their families safe. As you can imagine we get hundreds of people in and out of our office on a daily basis at this time of year which is a concern re: COVID-19. In response, we are establishing some temporary safety measures to ensure the health and safety of all our staff and clients. Effective immediately, we are implementing safety measures to manage clients coming in to our office. Upon entering our building and coming up to the 3rd floor, our front door will remain locked to restrict individuals from entering our office premise. Please knock on the door, and one of our staff will be happy to assist you. If you are just dropping off your documents, we will take them from you at that time. Unless completely necessary, we will restrict all face-to-face in office meetings until further notice.

As many of you will be coming by the office over the next month or so to drop off your personal income tax information, we urge you to email or call in advance with an approximate time so we can plan accordingly. Alternatively, please consider using our E-Courier file sharing program to securely send your encrypted documents to us. You can also send your information by regular email. **PLEASE NOTE:** Whether you send your documents via E-Courier or email, please send all attachments in a .PDF format, and where possible, in a single E-Courier/email. We receive a significant number of emails and client documents during this time of year, and it is difficult for us to efficiently manage client information when it is received in multiple emails over a period of time.

If it is necessary to discuss any of your information in specific detail, we would be happy to do so over the telephone. Please let us know if you would like to schedule a telephone meeting.

We recognize the inconvenience, but we have to consider the health and safety of everyone in our office, and the demands on us at this time of year.

Your understanding is appreciated.

TASH PEARSON & ASSOCIATES