

## Profile's current operations relating to COVID-19

Given the evolving situation relating to the Coronavirus (COVID-19) pandemic, we would like to update you on the steps Profile Financial Services is taking to support you during this challenging time.

First and foremost, we hope you are healthy, safe and taking good care of yourself and your loved ones. The health, safety and well-being of our clients, our staff and the communities in which we live and work is of the utmost importance to us.

### **What actions are we taking?**

We thought we should share with you some of the actions and plans we have put in place to ensure that in these difficult times, we are able to maintain our service to you and provide the support you need. As you would expect, we are closely observing official advice from the Australian Government Department of Health and other World Health authorities to ensure we are doing everything in our power to protect our clients and our staff from the virus. This includes instilling best practices such as self-isolation (working from home whenever possible), handwashing, use of sanitiser, and social distancing. It has also led to the decision to postpone our 'Meet the Manager' client event. The Government has also postponed the Federal Budget in May and we will review our Budget Update event accordingly.

While we all know there is no substitute for face-to-face meetings, we have also adopted a practice of using videoconference or teleconference where possible for both internal meetings and meetings with clients. This ensures social distancing is observed and it also minimises the risk of exposure and spread of the virus.

Consequently, for any scheduled meetings, we will be in contact with you ahead of your appointment to provide you with the contact options that suit your preference. We can then arrange to either catch up over the phone or online via video conference, or alternatively, where appropriate we can postpone our meeting to a future date.

### **Ongoing business operations**

Please be assured that while we are focused on the health and safety of our colleagues and those around us, we have plans in place to ensure that we can continue to deliver the highest level of quality service during these unique circumstances. We will continually assess and adjust those plans as appropriate during this period of uncertainty for us all, always with your health and safety in mind.

Be safe and take care. If you have any questions about how the current situation may impact your personal circumstances, please don't hesitate to contact either myself or your Adviser.

Kind regards,



**Peter Coleman**  
**CEO & Chairman**

E [peter.coleman@profileservices.com.au](mailto:peter.coleman@profileservices.com.au)



Profile Financial Services Pty Ltd.  
ABN 32 090 146 802 | AFSL No. 226238  
[www.profileservices.com.au](http://www.profileservices.com.au)

T +61 2 9683 6422  
F +61 2 9683 4658  
E [admin@profileservices.com.au](mailto:admin@profileservices.com.au)

L12, 44 Market St, Sydney NSW 2000  
L9, 100 George St, Parramatta NSW 2150  
27b Byron Place, Mudgee, NSW 2850  
Suite 2, L1, 116-120 Macquarie Street,  
Dubbo NSW 2830  
PO Box 3737 Parramatta CBD NSW 2124