

23 MARCH 2020

DONEGAN'S TEAMS TO BEGIN WORKING REMOTELY

Dear Clients,

An update to our correspondence issued last Thursday 19th March.

In accordance with the latest advice issued from state and federal authorities regarding COVID-19, and in anticipation of further measures, the majority of the Donegan's Edmondson Turner and Donegan's Wealth Advisers team will now begin working remotely from Tuesday 24th March, until further notice.

This will mean several differences to the way we conduct business and work for you moving forward.

As before, the health and wellbeing of our people, clients and communities, as well as effective continued service, remain an absolute priority.

- **Contacting Us**

For normal working correspondence, please email your usual Donegan's contact as before. If you are unsure who to direct your query to, email info@donegans.com.au and we will direct it to the relevant person.

We have established a **new dedicated phone line, 0404 577 885**, for all enquiries while we work remotely. Please take a note of this as our normal office line may not always be staffed. If no one can take your call on this new number at the time, please leave a message and we will get back to you as soon as possible.

- **Maintaining service standards**

We are setting-up to operate remotely and business will carry on. Your current work is still in process and we will continue to meet your business needs and support you throughout this time. All contact information email details remain the same.

- **Documents & Delivery**

As advised previously, we will now be sending as much as possible via online soft copy only. We will still be checking mail in the city office but there may be some delays in receiving and acting on postal mail, so please send soft copies if possible or contact us if this is not possible and we look to make alternative arrangements.

- **Keeping up to date**

We'll be sharing updates on our status and useful information on our website at donegans.com.au and our twitter: <https://twitter.com/DonegansMelb>. We will continue to contact you directly with any important information that may affect you.

As a start, please note the government has extended operations of the business.gov.au **Contact Centre helpline 13 28 46** to answer questions about new payments and tax changes: from five days to seven days per week. They will also provide additional hours of support outside standard operating hours for the next month, answering calls from 7am to 11pm AEST.

While our methods of doing business is changing during this time, our quality and care for our clients and people remains our top priority.

If you have questions, or if we can assist you or your organisation in any way, please get in touch.

Best regards,

Phil Bretherton, Alison Foenander

 *Alison Foenander*

Directors

Donegan's Edmondson Turner & Donegan's Wealth Advisers