



## Dear Valued Clients,

With our area in lockdown and under Stay-at-Home orders due to the COVID-19 pandemic, Brownlow Partners Chartered Professional Accountants' top priority is to protect the health and well-being of our team, clients, and community. We are monitoring events as they develop and will continue to follow the guidance of local, provincial, and federal health officials.

To the greatest extent possible, we will maintain a *business as usual* approach. However, in light of current recommendations to best protect everyone, the following protocols will remain in place until Friday, February 12<sup>th</sup>, at which time we will assess the continued need for these safety measures:

- ***To promote social distancing, our front door will be locked, although we remain open for business.*** In-person meetings have been halted, but we are happy to speak by phone or correspond over email.
- We will maintain a skeletal staff in the office, with most employees working from home. As this is not a new practice for our firm, we are equipped and capable of remote working in an efficient manner.
  - Maintaining your privacy and security remains of the utmost importance to us. The technological safeties and procedures we have in place meet the industry standards for remote working arrangements.
- We are encouraging our clients to make use of our electronic delivery services. This allows us the ability to receive your tax documents electronically, as well as deliver your final tax return package to you electronically.
  - If you are already set up on our Client Portal system, you can log in here to submit your documents:  
<https://brownlowpartners.cchifirm.ca/clientportal/>
  - If you are not already set up, please email Janna Hunter at [janna.hunter@brownlowcas.com](mailto:janna.hunter@brownlowcas.com) and she will send you information to set up your account. Please call us if you need any help setting up or working with our electronic delivery system.
  - **If you are not able to scan your documents into pdf format for delivery, we encourage the use of our drop box just outside of our main entrance. Or contact us, and we will make arrangements to get your information.**

Please be assured that we are working diligently to balance the needs of our clients with the welfare of all concerned. These are challenging and uncharted times, but we will continue to strive to provide exceptional service despite the necessary tweaks that have been made to our usual course of business. Please take good care.

Thank you,

**Dave Brownlow | Brad Perco | Brianne Barton | Andrew Zucker**