

March 16, 2020

RE: COVID-19 Update

Although, for the time being, our region is mildly affected, we want to act as fast as possible and ensure that we are taking any and all precautionary measures to avoid risk to the health and safety of our clients, our staff and our community.

As we do our part to minimize the spread of the virus, we ask that you restrict visiting our office at this time. In order to ensure that your services with us remain unaffected, FCR is providing the following alternative solutions:

- **Video Conference** – please call 705-675-2200 to set up an appointment.
- **FCR Client Portal** – Sign up (fcrca.com/portalsignup/) for your portal to view and submit your documents securely with no file size restriction.
- **Email & Phone calls** – contact your FCR advisor if you have any questions.

Although there is currently much uncertainty surrounding the local and global impact of the virus, we remain flexible and committed to our service delivery. Client books and records will continue to be accepted at reception with a quarantine procedure in place, however, we strongly encourage you to use the FCR Client Portal noted above.

Our offices have augmented daily cleaning procedures with the use of stronger disinfectant products on high-touch surfaces, have made hand sanitizer readily available, and are educating everyone on best practices recommended by Health Canada.

We will continue to monitor the situation closely and provide ongoing updates as deemed necessary. We also encourage you to stay up-to-date through [Canada's Public Health](https://www.canada.ca/en/public-health) website.

Thank you for your patience at this time. Please don't hesitate to contact us at 705-675-2200 if you have any questions, concerns or require more information.

Yours very truly,

FREELANDT CALDWELL REILLY LLP