

March 17, 2020

**RE:** Office Update

### Procedures for File Sharing & Meetings

Effective immediately, FCR will prioritize digital solutions as it relates to file sharing and meetings. We ask that clients utilize their secure FCR Client Portal or other means of electronic file transmission.

### Sending Information to FCR

- Although digital sharing is preferred, we understand this is not always possible and accordingly, all documents received in the mail or delivered in person will be placed in quarantine before being processed.
- When dropping off documents at our office, you will be asked to label and place your package in our designated quarantine area.

To avoid delays, please use the following digital solutions we have in place:

- **Video Conference** – please call 705-675-2200 to set up an appointment.
- **FCR Client Portal** – Sign up ([fcrca.com/portalsignup/](http://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.

### Receiving Information for FCR

- Your FCR advisor will be in contact when deliverables are ready for review.
- Client deliverables and required signatures pages will be transmitted electronically through the secure FCR Client Portal or other acceptable means of electronic file transmission.

At FCR, we have robust technology and systems that have been well tested for data privacy and security. Furthermore, we have developed a culture of flexibility that enables our employees to efficiently and effectively provide digital client services.

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://www150.ca.gc.ca/) 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**