

Covid-19 (Coronavirus) – Business Contingency Plan – Keeping our Business Running

I am writing to let you know how Actus (Life & Pensions) Ltd is responding to the spread of Covid-19 and outline how we will continue to support and advise our clients during these uncertain times. The health and wellbeing of our staff and our clients is always our top priority in our decision-making processes. We are following all safety advice and precautions as recommended by Government.

It would now appear certain that we will be placed in some form of lockdown this week and we have now opted to temporarily close our offices accordingly. We have not had to do this before, but we have comprehensive plans in place and are well situated to continue to deliver the same service levels that you are used to – even when our office is closed. Our objective is to help minimise the spread of the virus by reducing contact as much as possible while ensuring we continue to operate sustainably and securely as a business.

Andrew Bree, Stephen Marsh and Leigh Erickson are able to work remotely, for extended periods of time, allowing business to continue with minimal disruption. We remain open for business and fully operational. Our main contact telephone number (01534 766620) will not be diverted. Calls will go to voicemail which will be regularly checked and emptied by Andrew Bree. If Andrew Bree was to fall ill, he will advise Stephen Marsh who will then regularly check and empty the voicemail facility.

Members of staff can be contacted on the following mobile telephone numbers and emails addresses.

- Andrew Bree– 07797 720 480 or ajbree@actus.je
- Stephen Marsh – 07797 728 578 or smarsh@actus.je
- Steven Liron – 07797 904679 or sliron@actus.je
- Leigh Erickson – 07797 735 489 or lerickson@actus.je

Postal Deliveries – Jersey Post will be notified of the closure of our office and a mail redirection will be set up to Andrew Bree at his home address. Andrew Bree has scanning facilities to enable him to forward any documentation via email as appropriate.

Application Forms – Application Forms should be posted to us in the usual manner. However, if preferred, application forms can also be emailed to us, which will enable efficient processing times to be maintained. Remember, it is highly likely that in the current situation, Jersey Post will experience some delivery issues.

Instructions, Amendments, Queries by Letter – These letters can be posted to us in the usual manner. However, we would suggest that any letters also be emailed to us to facilitate efficient processing times.

Face to Face Meetings – We have temporarily suspended all face to face meetings for the health and safety of our staff and our clients. We believe that we can deal with all issues that may arise on a remote basis. If a situation should arise that cannot be dealt with remotely, by either telephone call/video conference call, we will find a solution suitable to all parties.

Cheque Payments – We will not be able to process any payments made by cheque. We will provide you with appropriate payment details to allow you to make any payments via bank transfer. Please contact us via telephone/email for details.

We will continue to follow updates and guidance from government and health officials. This is clearly an unprecedented situation with things changing daily. We will aim to keep you informed of any significant changes affecting our ongoing business operation if we need to adapt to changed circumstances. I sincerely hope that you, your family and friends remain safe and healthy over the coming weeks.

Andrew Bree

Managing Director – Actus (Life & Pensions) Ltd