



business as usual

It is business as usual here at Willow and as such our working hours remain the same. Maintaining our excellent service levels is important to us and, even though the demand for advisers is high, the plan we have put in place will ensure that no single client experiences any reduction in access or response time.

Members of our team are continually offering support and guidance throughout this difficult time, as well as pro-actively checking in on clients we recognise as vulnerable.

We have taken specific measures to ensure that we can continue to offer support and, despite working remotely, Willow continues to maintain core services including:

- E-mails
- Client reviews
- Daily staff meetings (via video conferencing)
- Progressing client work
- Dealing with providers
- Issuing updates to clients
- Business management

To keep our clients and staff safe, our advisers are providing various alternatives to face-to-face meetings such as:

- Video conferences (via Zoon)
- Phone meetings
- Reviews by post or e-mail
- Investment updates

Please note that our office is currently closed, as the majority of admin functionality can continue remotely, and postal services are being maintained. Remember to keep an eye on our website for regular updates and announcements.