

## **Covid-19 update**

In response to the Covid-19 situation, our first priority is ensuring the well-being of our employees, and supporting the needs of our customers and clients and their advisers.

We are monitoring the evolving situation closely and taking action in response to the Government's latest guidelines and other official advice.

We have specific continuity plans in place. Led by our senior leadership team, we are using our established business continuity framework to manage our response. This includes remote working capabilities, and social distancing at our sites. We will prioritise critical processes should we need to and wherever possible we are asking our employees to work from home.

Customers and clients should continue to contact us through our usual channels where we will make all efforts to continue to provide a responsive service. We appreciate that this is an unprecedented time and want to reassure you that we are taking every possible step to support our employees, our customers and clients and our business.

We will continue to provide regular updates on this website as the situation changes.