



To our valued client,

We have been watching the developments happening with the COVID-19 (Coronavirus) and how it will impact all of us. Our priority is to complete your year ends and corporate taxes on time with the same degree of service that you have always experienced. We have put in place procedures to help keep our clients and staff safe during this time.

## Service and Support

We understand that it is important to complete your year end and taxes. We are here to help. However, in order to protect our clients and staff, we are implementing some safeguard measures. Going forward there will be no sit down meetings to discuss your corporate situation. We ask that you drop off your information in an envelope with your business name, your name, contact number and email address on the front. Once the work has been completed, we will contact you by phone to discuss your statement and send it back to you by email for your signature. If we have any questions regarding the information we will contact you by phone or email to get the answers. If you do not have access to email, please contact us by phone and we will make other arrangements with you.

At this time, we can no longer accept cash payments. We encourage you to use our debit machine for payments or e-transfer to us. We will give you the answer to the security question for your transfer.

## What you can do

We have all heard the steps to take in protecting our communities during this time! Just as a reminder we are listing them again:

- Practice social distancing
- Wash your hands with soap and water or use hand sanitizer
- Avoid touching your eyes, nose and mouth unless you have cleaned your hands first
- Cover your cough and sneeze with a tissue or into your arm, not your hand
- If possible, stay home if you are sick
- Avoid visiting people in hospitals and long term care centres

We appreciate your patience as we get through this virus. As the situation changes we will let you know what to do to get your taxes to us.

Sincerely,

Kenneth J. Durand CA, CPA  
Durand and Associates Professional Corporation