



To our valued client,

We have been watching the developments happening with the COVID-19 (Coronavirus) and how it will impact you this tax season. Our priority is to complete your taxes on time with the same degree of service that you have experienced in the past. 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 file your taxes and 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 taxes. We ask that you drop off your information in an envelope with your name, telephone number and email address on the front. We will then complete your return 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. Furthermore, we will be happy to discuss your return with you by phone if you have any questions. 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 also 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,

A handwritten signature in black ink that reads 'Ken Durand'. The signature is fluid and cursive, with the first letters of 'K', 'D', and 'I' being capitalized and prominent.

Ken Durand

Durand Consulting Inc.