



ROYAL FIDELITY

COVID-19

CLIENT NOTICE 2



Questions? Submit them here

Good Day RF Clients,

RE: Operational Changes

In alignment with the latest Emergency Powers (Covid-19) order by the Government of The Bahamas, we will continue to be open to the public between the hours of 9am-5pm Monday through Friday.

Please review the below changes to the way we will be conducting business in order to reduce the risk of exposure for staff and clients while continuing to serve your needs.

Communication

In an effort to limit face to face meetings, please use electronic and telephone communication channels to the extent possible. While we will continue to facilitate client meetings on an exceptional basis, as our staff will begin rotating working remotely on Monday, March 23, we encourage you to schedule both telephone and physical meetings.

Payments & Deposits

In order to facilitate timely processing and recognising the difficulty in physically delivering cheques, we request that all payments/deposits be made via wire/direct deposit. Please see full [banking instructions here](#).

Once payments/deposits are made, please email confirmation of payment together with the transaction confirmation number or screen shot.

Withdrawals/Payment Requests

As we wish to limit cheque deliveries, please include your banking details, including account number and wire instructions on all withdrawals and payment requests. To avoid any delays in the process, please include all necessary details at the time of the initial request.

As we all continue to make adjustments and transition to this new way of doing business, please don't hesitate to reach out with any concerns. We understand your circumstances may be unique and we will do our best to ensure a smooth transition for all.

Thank you for your continued support.



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