



Questions? Submit them here

Dear RF Client,

At Royal Fidelity we take the health and well being of our staff and clients very seriously. In response to the progress of the local COVID-19 situation we are moving to the next phase of our preparedness plan and extending additional resources to assist clients.

OPERATIONAL CHANGES

Social Distancing – Please call first!

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 Wednesday 25, 2020 we encourage you to schedule both telephone and physical meetings. We are reminded that the numbers of persons that can enter the office and conduct business is now limited.

Support for our clients

Payments & Deposits

In order to facilitate timely processing of payments 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 below:

Account Name : Royal Fidelity Merchant Bank & Trust
Bank : RBC Royal Bank Barbados Ltd
Account number : 01266741
Branch – Broad Street
Transit: 09435

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.

CLIENT RESOURCES

Margin Loans

We are extending our Margin Loan campaign and making our lowest rate of 6.50% available to all clients. Borrow against your investments and use the funds for any purpose including meeting short-term cash requirements and COVID-19 related expenses. The payment terms are flexible and approval is within 48 hours. Plus, there is no commitment fee for the first year.

[Click here](#) to get in touch with our Brokerage department for more information.

Personal Financial Advice

These are uncertain times and we know many are now facing financial challenges related to the impact of COVID-19. Please feel free to call us should you wish to discuss any financial concerns you may have. Our team of financial advisers are ready to assist you. To access this service, please call us at 248-5851.

Corporate Financial Advice

From a business perspective, this crisis has undoubtedly shifted your financial priorities. We're ready to help corporate clients navigate through today's challenges, and plan for tomorrow. Talk to us about your business goals and let us figure out the best strategy to set you back on the financial path to achieve them. Contact Jillian Nunes today at jillian.nunes@royalfidelity.com.

Thank you for your continued support.

Contacts:

Mutual Funds

Carolyn Giles Griffith - carolyn.giles-griffith@royalfidelity.com
Graham Marshall - graham.marshall@royalfidelity.com or 248-5851

Brokerage

Lamar Goring - lamar.goring@royalfidelity.com or 248-5848
Kimberley Skinner - kimberley.skinner@royalfidelity.com

Trust/Estate Services

Carol Gaskin - carol.gaskin@royalfidelity.com or 231-3186
Gail Walters - gail.walters@royalfidelity.com

Pensions:

barbadospensions@royalfidelity.com

For all other queries:

Jillian Nunes - jillian.nunes@royalfidelity.com or 253-8050
Tya Marville - tya.marville@royalfidelity.com or 248-5870



