

Good Day RF Clients,

### **Operational Changes**

In alignment with the latest Emergency Powers (COVID-19) order by the Government of The Bahamas, our offices will be closed to the public beginning **Wednesday August 5<sup>th</sup>, 2020**.

Our team will be primarily working remotely, with a reduced staff compliment on location three days a week in keeping with the measures imposed by the Government of The Bahamas as a result of the COVID-19 pandemic.

We are facilitating document and package drop-offs at our office on **Mondays, Wednesdays and Fridays by appointment** in order to ensure your safety as well as the safety of our employees, as we do our part to avert further spread of COVID-19.

Should you need to arrange any such delivery, kindly contact your relevant account representative to schedule an appropriate drop-off time.

### **Communication**

Although the office is closed, you can continue to contact any team member via their email or normal office phone numbers.

### **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.

We certainly appreciate your business and are ready to assist you. Continue to stay safe and contact us at **603-6000** should have any queries or concerns.

Thank you.

