Dear Client name,

Our firm has been closely monitoring the spread of COVID-19, which is the disease caused by the novel coronavirus. The following is information about the precautionary steps we’re taking to ensure business continuity and the safety of our employees and clients.

**Business continuity and preparedness**

As you’re aware, we’re in the heart of the busiest time of the year. We’ve enacted our crisis response and business continuity plan. We’re dedicated to maintaining operations and proactively supporting the health and safety of our employees and clients.

**Health and safety measures**

We’ve taken multiple steps to protect the health and safety of our employees. These measures include social distancing, working remotely, using technology in lieu of in-person meetings, and following the Centers for Disease Control and Prevention (CDC) recommendations for self-isolation and handwashing. We’ve also implemented additional cleaning measures in our office.

**Digital technology is encouraged**

We have invested in technology that enables our team to work virtually anywhere with an internet connection. As such, we’ve instructed our staff to work remotely, if possible. We’re also recommending meetings and appointments be changed to phone or video calls.

* If you are a tax client who hasn’t delivered your tax supporting documents, please scan them and use our portal to send us the documents.
* If you don’t have access to a scanner, please mail your documents to our firm.
* If you need a portal set up, please reach out so we can talk you through the setup process.

We’ll continue to monitor the ever-changing situation and recommendations. Communication is key, so feel free to reach out to us with questions at [phone number] or [email address].

Sincerely,

Signature block