

UTMOST LIMITED CORONAVIRUS (COVID-19) OUTBREAK

NOTICE FOR OUR BUSINESS PARTNERS



In light of the Coronavirus (Covid-19) outbreak, we are mindful of the potential impact on our communities, our employees, clients and partners. We have established robust measures to ensure continuity of service to our stakeholders during this outbreak. Please see the recent [statement](#) from our Group CEO on the general measures that we have taken across the Utmost Group of Companies.

SERVICE DELIVERY IN UTMOST LIMITED

Service delivery is a key priority during these unprecedented times. We have reviewed our comprehensive Business Continuity Plan to ensure that our people and technical resources can be mobilised quickly to work in alternate locations or remotely in order to minimise any impact on operational activity and ensure that we maintain the service provided to our clients and partners.

We do not anticipate any interruption to the availability of our service desks for telephone calls but to minimise call waiting times we ask that general service requests or instructions are provided, where possible, via email to customersupport@utmostwealth.com.

Your dedicated Regional Sales Managers and Global Wealth Specialists are also available to answer your queries, listen to your suggestions and work together for the benefit of our mutual clients.

SCANNED DOCUMENTATION AND INSTRUCTIONS – TEMPORARY MEASURES NOW IN PLACE

In these exceptional circumstances, we recognise that our partners may have remote working measures of their own in place and it will be more difficult to send original instructions via mail or courier.

We are therefore pleased to announce that we will temporarily accept scanned instructions and accompanying certified documents with no need for the originals to be sent at this time. This new measure will be in place until further notice and applies to existing regulated business partners. These measures are only available to partners who currently hold Terms of Business with us as at 20 March 2020. We reserve the right to request further documentation if required.

Scanned documents can be sent to us via e-mail to newbusiness@utmostwealth.com

We will require the original signed documents to be subsequently sent to us within six months of the email being sent to Utmost Limited. Please note that document certification requirements remain the same, but this measure should make it easier for you to get documents to us, as well as enabling more effective handling of instructions.

We continue to have stringent anti-fraud measures in place, noting the requirement for continued vigilance in the current situation where there is a general increased risk of attempted fraud. We may therefore request additional supporting evidence where further verification is required.

CONTACTS

Our new business team remains available to address any queries throughout the outbreak.

If you have any specific queries in relation to this notice, please contact newbusiness@utmostwealth.com

A WEALTH *of* DIFFERENCE

Utmost Wealth Solutions is a trading name used by a number of Utmost companies. Utmost Trustee Solutions is the trading name used by Utmost Trustee Solutions Limited. This item has been issued by Utmost Limited.

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