

March 19, 2020

Attention Clients

Bouchard & Company

COVID 19 Operating changes

As the COVID 19 situation changes so does Bouchard & Company operating policy. As of March 15th, we announced that we are cancelling all face to face meetings for the foreseeable future. We are happy to meet using other methods and in particular are still scheduling and holding meetings over the phone.

In light of the current COVID 19 outbreak in North America and the advisory of our public health officials, **Bouchard & Company has made the decision to have our staff work from home.** This is to ensure the safety of all our staff, clients and the greater community.

Our staff will be working regular office hours and be completing all the tasks they would normally be doing in the office. We are fortunate to have the technology to work from home and continue to help our clients.

This change comes at our very busiest time of year as accountants with the personal income tax deadline approaching. **Rest assured that our team is fully capable and supported to work remotely and that all tax returns will be filed on time.**

As of today, (March 19th) Canada Revenue Agency has extended the deadline for filing to June 1 2020. Please plan to contact us as soon as possible to begin your return and make arrangements to get all your necessary documents to us.

Our staff will be available by email and by phone when needed. Please know that we will do our best to return your inquiries as soon as we can.

To contact us

If you are a new client, please email Lee at lbouchard@bouchardco.com or Maurice at mbouchard@bouchardco.com

If you are an existing client, and have already been corresponding with one of our staff, please continue to contact directly.

To get your documents to us:

- 1) Secure online document links (this is our first preference)

Existing clients should email us at info@bouchardco.com to request a link from us to securely upload and download

- 2) Email your documents (this is our second preference)

Please send your documents to info@bouchardco.com or the team member you have been working with

- 3) Fax your documents to 604 591-3193 (only if electronic is not possible)

- 4) Mail paper copies of documents (only if absolutely necessary)

We would like to stress that online methods are preferred for all those capable of sending documents by electronic means.

We are thinking of you and our community at this time and hope that appropriate social distancing will keep us all safe and healthy.