

March 15, 2020

## Bouchard & Company

### A message to the public and our valued clients

#### Covid 19 operating procedures changes

#### Meetings

- 1) New meeting policy → Until further notice, we will no longer be conducting in person meetings. All currently scheduled client meetings will be rescheduled and held over the phone.

#### Client Information

- 2) Client documents to be received by Bouchard & Company (electronic delivery) → Please email us for a secured link for upload and download of documents.
- 3) Client documents to be received by Bouchard & Company (physical delivery) → Documents and client envelopes are to be dropped off in the 'Drop Box' at reception area downstairs.
- 4) Documents to be signed by our clients → Documents will be sent to clients using a secure link or emailed as an attachment.

#### Completed Work

- 5) Completed returns → PDFs of completed tax returns to be sent to clients via secured link or by email. Client records will be returned in due course.

#### Payments

- 6) Payments preference is e-transfer or credit card over the phone. Mailed cheques are still OK.

#### Final Thoughts

- 7) The above operating procedure changes at Bouchard & Company are in effect until further notice. If you have any questions please contact Maurice or Lee at (604) 591-3193.