



Your Accountancy and Business Partners

The COVID-19 pandemic presents big challenges for people and businesses across the world.

We want to assure you that, whatever happens, Advance are putting contingency plans in place to enable us to continue to support you and your business through this period of uncertainty.

Our aim is to provide you with continuity of service, whilst putting safeguards in place to mitigate the health risk for both you and our team.

We are listening to the experts although the advice is ongoing and likely to change over the next few weeks and months.

At the moment, our plans are as follows:

Without compromising service, we will be doing as much as possible remotely. This will involve communicating with you by email and telephone and dialling into your systems remotely where we have that authority.

We will be minimising face to face meetings and substituting with conference calls, MS Teams, Skype, etc to communicate with you as necessary. If we are due to meet with you in the coming weeks, we will be in touch to arrange as mutually convenient.

Until advised otherwise, all of the team will be working from the office as usual, although we have procedures in place to enable our team to work from home if necessary. In the event that they are working from home, you should not notice any difference in how you communicate with them – the office telephone number and email addresses will remain unchanged.

If our team are due to visit your premises, we will be in contact with you in the coming weeks to agree how to proceed. We obviously request that you advise us immediately if you have had any incidences of Coronavirus prior to any visit.

The time-critical services of payroll, VAT and other filing deadlines should not be affected – we will continue to provide this service in the usual way, even if it means our staff are working remotely. Please continue to provide the information we need in the usual way, although if it can be communicated electronically this would be preferable. Please note that we have our own secure IRIS portal which can be used as a 'drop box' and our team will be happy to discuss methods of transferring data.

Whilst we wish to keep physical contact to a minimum, our offices will be open, and books and records, mail, etc should be dropped in reception as normal.

Our aim is to keep things as normal as possible and we are confident that we can continue to support you and your business until this period of uncertainty passes.

Kind regards

Bob & Janice