

London, March 2020

Dear Client

We recognise that with the constantly changing COVID-19 situation around the world, this is an unprecedented time for everyone. For many, it is a time of uncertainty. We want you to know you have our commitment to continue providing you with the services you depend on. We have made it our mission to ensure service disruptions are kept to a minimum and we will continue to closely monitor, assess and respond to this situation.

As a valued client of Optiva Securities, we want you to know that we understand the importance of the products and services we provide to you our client. You rely on us to ensure your investments are handled in a professional and efficient way and we understand the responsibility that entails. Meeting that responsibility day to day, in any environment, is our primary focus.

In response to the current situation, we have implemented our business continuity plan - which examines all areas of business operations - and have taken actions to ensure continued service to our customers. Please be assured that we are working to ensure we still meet the requirements of our clients.

First and foremost, our plan ensures the health and safety of our employees, so we can continue to deliver and support the services you count on. Taking into consideration the most recent news and announcements from the World Health Organization (WHO) and Centres for [Disease Control and Prevention \(CDC\)](#), we have made the decision to currently carry on business as usual from our London office. We have also ensured employees are set up to perform their jobs remotely and are able to work from home should the UK government recommend such an action. We have also offered extended sick leave for our employees should they need it. In addition, we have temporarily suspended all business travel.

These precautionary measures have been taken in order to limit the potential spread of the virus, to support our employees in this challenging time and to ensure we maintain our ability to serve you, our customer, in the long term. Our senior leadership team remains vigilant and is monitoring the situation in real time and responding rapidly, as conditions continue to evolve.

Please protect yourselves and follow all government guidelines.

Yours faithfully



Christian St John Dennis
Chief Executive Officer