

18th March 2020

To our valued Clients & the Community,

We feel it's important to get in touch with you while we all face the challenge of addressing and dealing with the impact COVID-19 is having on our community. We have felt your level of concern rise with each passing day and we wanted to reassure you that DHM Partners will be putting in place measures to ensure we remain operational through this time and therefore able to deliver on your changing needs and continue to support you for whatever lies ahead during the next few months.



Unfortunately, to ensure we are able to remain fully operational during this time, and to prevent and control the spread of COVID-19 amongst the wider community and in order to ensure the health and safety of our staff, our clients and our families, DHM Partners are temporarily closing our doors from Friday 20th March at 6pm, until further notice. **Throughout this time, with our office being closed our phone lines and business remain fully operational and you can continue contacting DHM Partners using your preferred communication platform. If our phones are not answered please email DHM Partners or your accountant directly for a return phone call.**

By DHM Partners going completely digital we are confident we can cover key business activities and support our clients while at the same time protecting the health of our staff, our clients, our families and the wider community.

Here is our digital plan while our doors are closed to the public.

We are replacing our traditional face to face meetings with any one of the following methods of communication and are open to any other suggestions that convenience you.

- Phone calls & conferences
- Skype or any other video conferencing platforms
- Facetime, WhatsApp and other smartphone apps

Your information can be shared with us in the following ways.

- Scan any applicable documents & email information to your accountant using their normal email address or the admin email dhm@dhm-partners.com.au
- Hand deliver information to our drop box located outside the front entrance. The drop box will be checked hourly during business hours, first thing Monday mornings and last thin Friday afternoon. Try and avoid dropping information into the drop box over the weekend unless arranged prior with your accountant.
- Post to PO Box 2762 MILDURA VIC 3502. This will continue to be checked daily.

We have digital signature technology that we have been using for a number of years that we will use to sign & execute any documents that are required to be signed during this time. We will make this process easy for you by guiding you through it step by step.

As with any rapidly changing situation, today's plans can quickly become outdated. We will continue to assess how we can best manage the needs of our clients and staff as the situation develops and update you as appropriate. Please be aware that there will be a mixture of staff working from our offices and from their homes during this time, as such some of our staff may need to return your call from their own private number.

Thank you for your assistance and continued support. DHM Partners will continue to monitor the situation and will adapt as necessary.

If you have any questions or concerns, please contact us on (03) 5021 1110.

Yours Faithfully,
DHM Partners