



Access
Equity Release
Award Winning Independent Advice

Safety and Welfare Policy July 2020

During client visits amidst the ongoing COVID 19 outbreak, we will be taking note of government guidance and ask all of our advisers and clients to take precautions to ensure the safety of all parties.

Here's what our clients can expect from us;

- All of our advisers will carry their own Personal Protection Equipment (PPE) including face masks, gloves, anti-bacterial hand gel, and wipes for equipment.
- Our advisers will allow you to show us where to conduct the meeting, all that we ask is for you to step away from the entrance to allow them through the door, which they will close.
- Our advisers will use their own paper and pens and will not ask you to share. All paperwork given to you, will be delivered in a digital format.
- Our advisers can, at their discretion and with your consent, accept paperwork from you to scan and all scanning equipment will be sanitised before and after use.
- Our advisers will not accept any drinks from you, they will instead bring their own refreshment.
- Our advisers will be informed of any special request made by you in advance of the meeting.

We thank you for your co-operation in helping create a safe environment for us all.