

Business continuity at Champion Financial Advisors Ltd

The situation surrounding Covid-19 virus is fast moving but we can reassure you that we are doing everything we can to help you in meeting your obligations and priorities and following the latest advice from the UK Government to manage any consequences for our clients and our people. We have put in place a number of measures to ensure that we have business continuity when dealing with any significant events (such as the possible impacts of Covid-19), and these have been recently updated as part of our ongoing "disaster recovery" policies and procedures.

- Records are in the 'cloud' and we can work remotely when needed. Should the office need to close (we would expect to maintain sole or skeleton staff during working hours) or an individual is asked to self-isolate, they will continue to be able to work from home and can be reached via the office by phone and by email in the usual way. In cases of debilitating illness, we have a "cascade" system of assigning workloads, and phone calls may be redirected.
- Our client records are held electronically which means that we should be able to access almost all necessary documentation and systems remotely whilst following our usual processes and controls, although inevitably some access to physical files held in office may be necessary.
- Whilst we receive most of our client communications electronically, in the event of an office closure, we would arrange all post to be redirected, scanned and distributed electronically to the team-member responsible.
- Our working practices enable us to use our resources to support each other when necessary, however in the event that resourcing levels are compromised due to illness or inability to work, we will consider how resources are used to their best advantage. It is likely that will mean prioritisation of urgent workloads and we will inform our clients should such a situation arise. We will take every effort to mitigate the impact for our clients in this situation.

Cheques and payments

We do not handle client money ourselves, and the big insurers should be able to handle receipts and payments electronically. If you send a cheque via this office we would expect to deal with it with minimum delay.

Documents needing our signature

We may receive documents for signature such as fund transfers, and all post will be processed even if office activity is otherwise very limited.

Filing with Financial Service Providers

Most documentation is electronically filed and this can continue; we will also maintain limited paper filing capability, although in a serious situation we would expect relevant providers to extend deadlines appropriately.

Meetings at our offices

For many of our clients, face-to-face meetings are an important part of moving things forward but we recognise that this might not always be feasible. We have facilities available for both telephone and conferencing , and we are recommending that where possible these be adopted from an environmental and efficiency point of view while Covid-19 concern persists.

We will continue to meet with our clients in person where it is sensible to do so, taking account of the UK Government guidelines. We are asking that any potential visitors to our offices that have travelled to any of the category 1 countries within the last 14 days, as listed on the Government website, join by video or telephone call – more information is available here:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk->

[government-response](#)

It is important that we take these proactive steps to minimise the spread of COVID-19. We will react proportionately to ensure that we continue to provide the excellent service that our clients expect in delivering against your key objectives and priorities.

We will continue to monitor the situation as it develops, and will take the appropriate action as necessary. We want you to know how much we appreciate your flexibility and understanding during this time. Should you have any queries whatsoever, please speak with Allan or Carol as soon as possible.