



Dear Customer

Fidelity Group Business Continuity Statement

The situation surrounding Coronavirus is fast-moving, but we can assure you that we are doing everything we can and following the latest advice from the UK Government. We have put in place a phased approach to our response to the possible impacts of Coronavirus.

- Our top priorities are the welfare of our global employees as well as maintaining the high levels of customer service and support. To date, our supply chain has been positive about their level of ongoing support.
- All of our people have laptops and can work remotely if and when needed. Everyone has been asked to take their laptops, power cables, and telephone headsets with them outside of working hours until further notice. Should an office need to close, or an individual is to self-isolate, they will continue to be able to work from home and can be contacted by phone and email in the usual way.
- Customer information is held electronically, which means that our people should be able to access almost all necessary documentation and systems remotely while following our standard processes and controls.
- Our unified communications platforms enable us to use our resources to support each other when needed. In the event you require assistance with home working, teleconferencing, and virtual meetings, please contact your account manager, who will be able to assist.

We will react proportionately to ensure that we continue to provide the excellent service that our customers expect. 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 your key contact(s) at Fidelity Group as soon as possible.

Yours sincerely

Daniel Miles

Daniel Miles
UK Operations Director