

WE CAN'T WAIT TO WELCOME YOU BACK!

Covid 19 Re-Opening & Update

It is with great excitement that we are writing to let you know that Alberta is now moving to Phase II of their re-opening strategy. With this announcement our office has decided to re-open as of July 1st, 2020 with our own policies and procedures in place.

The last couple of months have been challenging for all of us. We want to thank you for your continued patience, as we adjusted to conducting our business virtually and did our best to support your needs. We still encourage the use of Microsoft Team Calls, phone calls, and emails to conduct meetings going forward.

We want to assure you that the safety of our clients and our team is our top priority, and that we are taking this reopening seriously by adhering to safety and sanitation protocols.

Our new client experience will focus on providing a clean and safe environment to conduct business meetings. We will meticulously clean all the surfaces that you may come in contact with and ensure that our staff maintain a safe distance at all times.

To help us make this a successful experience, here are some helpful guidelines:

- Our staff will not be greeting you upon entry. You are welcome to enter the boardroom and sit in the two chairs closest to the entryway
- A sanitation station will be placed at the entrance of our lobby and we ask you sanitize before entering the board room
- The board room will be thoroughly sanitized before and after every client meeting
- It will not be mandatory for clients or advisors to wear face masks, but you are welcome to if you so choose
- If you have any Covid-19 symptoms or feel ill in anyway, we request that you reschedule for another day
- Arrive no more than 10 minutes early to your scheduled meeting
- Unfortunately, no handshakes, hugs, high fives, or elbows.

We are excited to see everyone again but do realize not everyone will be comfortable coming in at this point. As previously mentioned, we are still fully capable of conducting our services electronically via Microsoft Teams, emails, and phone calls. We will continue to update and monitor our protocols as per the recommendations from the Alberta Government & Alberta Health Services.

All the Best,
Your KLM Financial Team.