

IN THE **moment**

You are safe with us

We remain committed to partnering with you and your practice, as you continue to look after your clients' investments.

Local and global markets continue to experience extreme uncertainty and short-term volatility, and you need to help your clients make the right decisions for the long term. It is now more important than ever to remind your clients to stick to their investment strategies, avoid making rash decisions and stay focused on their investment goals.

As you adapt the way you engage with your clients with limited face-to-face interaction, we have put in place the following measures to ensure we continue to support your business:

- It is of the utmost importance to us that the service levels we provide to you remain at the high standards of excellence that we have always promised. All our teams will still be available to you by telephone and email.
- We remind you that our quotes, new business, switches, additional investments, withdrawals and all other

transactions are available to be submitted digitally from our online portals from wherever you operate. All our digital processes can be completed with electronic signatures and require no paperwork or physical contact with your clients or our staff.

- We have put in place a business continuity strategy to ensure we continue to operate and process all business within our service-level commitments, while we also work to limit the spread of COVID-19 and protect the health of our employees.

Through your practice consultant and service team, we will continue to stay in touch with you to make sure we support your business through this period of uncertainty. Please get in touch with your practice consultant to make sure you are familiar with our digital tools and capabilities.

Let's keep the momentum going.

Jeanette Marais

CEO: Momentum Investments