Subject: Looking after your financial advice needs, during current events

Dear <Client Name>,

What an usual start to the year it has been. I hope this note finds you and your family well.

I wanted to write to you, to let you know we’ll be able to continue to service your financial planning and advice needs. This comes as the Government asks all Australians to enter into a period of social distancing. This is designed to put our community on the front foot in terms of limiting the effects and transition of the virus that we have seen in other countries. We see it as a positive step.

At <Business name> we’re committed to following the best information available from the Government Health website: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert> . This is where the sensible health advice can be found (not social media!).

I want you to know we are open and able to help you, should you need us.

If you need assistance you can:

* Call us, just like you normally would,
* Make an appointment, we can have meeting by phone, Skype or Facetime, or
* Meet face to face, provided you’ve not been overseas in the last 14 days, or if you find yourself in a period of self isolation (as a result of acquiring or being in contact with someone who has acquired the virus).

It’s also important to note that our business operates on something called cloud computing. This means our staff can continue to work from home if they need to. Modern technology is a wonderful asset to have.

Finally, we ask all our clients to be kind to one another at this time and to look out for those who are elderly or vulnerable in your proximity and community. A friendly hello to an aged next door neighbour and a chat over the back fence or a phone call to ask them how they’re going will surely be warmly received.

Kind regards,

<Sign off>