

## To our valued clients

As the Covid 19 pandemic continues to cause more challenges and stress I wanted to contact you to ensure that you know that you are in our thoughts and we wish you all the best.

While our office has closed temporarily under the stage 4 restrictions in Melbourne, our staff have been successfully working remotely for several months and have continued to deliver the same level of high quality support as you have come to expect of us.

You can rely on our ongoing support even though the manner in which you will communicate with us will necessarily change because of these new rules. Despite our inability to attend to you in person we will still be available via phone and email to attend to your needs, questions or concerns.

We realise these uncertain times can cause significant emotional and financial stress and we strongly encourage you to contact us as we are happy to assist with your queries and we encourage you to reach out and seek advice.

We can still be reached via email ([admin@penders.com.au](mailto:admin@penders.com.au)) and for the urgent matters Tom can be contacted on his mobile (+61 438 33 66 99)

Any paperwork or documents forwarded via Australia Post or couriers will continue to be collected every second business day and will be attended in the usual prompt manner.

Further continue to check our website ([www.penders.com.au](http://www.penders.com.au)) for ongoing updates (under the "Resources" tab) because the current environment is changing on a daily basis.

Finally can we once again extend our best wishes to you, your families and loved ones. Take care of each other and stay healthy and safe.

Regards,

*Tom Pender*

on behalf of the entire *Penders Team*