

## COVID-19: Important guidance when visiting our branches

Craigs Investment Partner (Craigs) follows Ministry of Health Guidelines (MOH) to prevent the spread of COVID-19 and keep our clients and staff safe. Please ensure you read the below precautions prior to visiting our offices.

### **We are open for prearranged appointments only – if you are sick, please stay home**

- During COVID-19 Alert Level-two, our branches across the country will be open for pre-arranged appointments only.
- If you are feeling unwell or showing flu-like symptoms we ask that you do not visit our branches and instead encourage you to speak with your Investment Adviser by email or phone.

### **Please scan in on arrival**

- When you arrive for your appointment, you will be asked to 'check in' for contact tracing purposes using the COVID tracer app. Please let your adviser or reception staff know if for any reason you cannot scan in and they will log you in for contact tracing purposes.

### **Health and Safety**

- Please keep 2 metres apart from staff.
- Face masks and hand sanitiser will be provided for you to use.
- Our reception area will be marked, please stay behind the 2-metre marking when approaching reception.
- When you arrive, your adviser will greet you at reception and take you to a meeting room where 2 metre social distancing can be adhered to.
- Your adviser will open and close all doors to prevent you from contacting any common surfaces unnecessarily.
- All meeting rooms will be thoroughly cleaned between meetings.
- Under COVID-19 alert level 2 we will not be offering coffee or tea in meetings to ensure we stay in line with the guidelines provided by MOH. You are welcome to bring your own.

If your situation changes or you decide you would prefer to not meet in person, then please reach out and your adviser can arrange for a phone meeting.

We look forward to seeing you. If you have any questions, please phone or email your adviser or alternatively contact our offices on 0800 272 442.

Thanks for your support and understanding,

**Craigs Investment Partners**