



# DIAMOND PARTNERS

*Wealth Management & Financial Planning*

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## Diamond Partners Response to Covid-19

As you are all aware, the global health pandemic we are facing is a serious issue. Organisations across our country are now in the thick of responding to this event. I wanted to write to communicate my response to Covid-19. My main priorities during this time is as follows:

1. The health and wellbeing of our team members;
2. The wellbeing of our clients and ensuring communication channels are open during this period of uncertainty;
3. Limited disruption to business as usual

I enforced a strict internal policy that covered the conduct around cleaning/hygiene etc. a couple of weeks ago. We also closed the doors to face-to-face meetings with phone and/or Skype/Zoom as a second-best solution. While we are adhering to extremely high cleaning standards, a national lockdown seems a matter of weeks or even days away, so I have made the decision on Wednesday to close our physical office premises as at 5pm Friday 27<sup>th</sup> March.

During this period, most of our staff (advisers and support staff) will be working from home and business will run as usual with no impact to you. All phones will be redirected to appropriate mobiles and our data and client information remains completely secure while we access our systems remotely – I guess this really is technology in its finest form! We will be working through contacting everyone individually during this time as I completely appreciate the impact this is having on our clients and the anguish uncertainty can create. The length of time we will be operating like this is unknown and I will be endeavoring to return to the office as soon as possible and of course in line with Government/health recommendations.

Should a period of actual closure occur, advisers will remain contactable and we will communicate this with you.

Stimulus packages are available for individuals, retirees and business owners. I have uploaded a concise summary of the relief available onto our website [www.diamondpartners.com.au](http://www.diamondpartners.com.au) (or if you are receiving this via post, a copy is enclosed).

Markets of course are expected to remain volatile during this time while we reach the peak of the Coronavirus and then recover as a country. Times of uncertainty and volatility is when you should feel the real benefits of working with an adviser, our advice is pro-active with the correct measures in place to ensure the impact of a downturn and/or correction is limited and life can continue as usual. We are here for you at any time you need, so please do not hesitate to contact us at any stage.

I will be adjusting strategies and providing updated advice to those of you who may benefit from the current economic climate (i.e. reduced pension drawings, super withdrawals, further investment of cash, insurance claims if required etc) and I will communicate this with you as I move through a review of files and complete all review work currently pending.

You will hear from our office regularly through this time – so should any of my correspondence be ‘too much’ for you, simply disregard. If you are personally impacted from the Covid-19 and require assistance please get in touch as soon as practical for you.

We are here for you during this time. Please stay safe and well and I look forward to returning to face-to-face appointments quickly and speaking with you soon.

Regards,

A handwritten signature in black ink that reads "Bridget MacKenzie". The signature is written in a cursive, flowing style with a large initial 'B'.

Bridget MacKenzie,  
Director and Senior Financial Adviser