



COVID-19 – CMEFS WEEKLY NEWSLETTER

FRIDAY 04-09-2020

Hello. I do hope that this week's edition of our newsletter finds you and your family as well as can be.

COVID-19 AND CLIENT APPOINTMENTS AT OUR OFFICES

Although we will continue to work from home for as long as is needed to continue to assist in containing the spread of the virus, we are now preparing the office to be able to safely keep regular and frequent appointments with you as and when requested by you to do so.

This is to us an exciting "next step" in so far as moving towards whatever the new normal will be for as long as Covid-19 is going to be with us.

Please note that when the appointment is made, we are required by the regulator (the Financial Sector Conduct Authority (FSCA), in this instance) to run through a few standard questions with you, and when you arrive you will also need to follow the required protocols as laid down by the FSCA for both your protection and ours.

The questions we need to ask, in short, are whether you are willing to follow all of the Covid-19 protocols when keeping the appointment and/or whether you are currently experiencing any Covid-19 related symptoms.

If you are not willing to follow the protocols and/or you are suffering and Covid-19 related symptoms, the appointment will either need to be cancelled or deferred for a later date.

When you arrive at our offices, the first thing you (and our employee/s) will need to do is to sanitise your hands using the foot-operated sanitiser dispenser provided at each of the entrances.

On arrival at reception, your temperature will need to be taken and your name and contact details recorded.

We don't need to point the infra-red remote thermometer at your forehead, as is usually the case when you enter a store.

Your temperature can be taken just as well by pointing the remote at your wrist, which is our preferred method.

Before keeping any appointment, the room in which the appointment is to be held will have been well sanitized and ventilated in advance to ensure that there is no stale air holding any aerosolised virus that could present a threat of infection.

All surfaces, pens, and other objects that you are likely to come into contact with will also have been thoroughly cleaned and wiped in advance to ensure that they are virus-free.

During the appointment itself, certain windows will be left open to ensure that there is a continuous flow of air through the room.

A timer has been made available for each of the boardrooms (this is where the appointments will be held as the cubicles are too small) and will be set to go off an hour after the start of the appointment.

Should the appointment continue beyond an hour, the appointment will be temporarily halted for 5 minutes whilst the room is sanitized and properly ventilated once again.

In so far as refreshments are concerned, as we will not as yet be fully staffed, it will not be possible to provide tea/coffee as a refreshment option, but a jug of fresh filtered water along with some drinking glasses will always be close at hand. (These will of course been washed and sanitized as well before the appointment)

After the appointment, all surfaces will be sanitized once again, and all rooms thoroughly ventilated.

For this reason, no "back to back" appointments can be allowed.

There must be at least a half-hour between the appointments to ensure that when you walk in for your appointment, you can do so with the peace of mind of knowing that every precaution has been taken by us to ensure your safety.

As you will see from the above, we take protecting you and our staff from becoming infected with the virus whilst at work very seriously as your and their continued good health, and maybe even lives, depend on us doing just this.

To ensure that all this happens as it should, every member of our staff will be trained thoroughly in all of the above protocols, tested thereafter from both a theoretical and practical point of view, and then signed off on before they are allowed to engage with you on a regular and ongoing basis at our offices.

I trust you enjoyed the read and that you are excited as we are as we take the next step towards the new normal.

Nine sends love and thoughts to all, as always.

Until next time then, from all of us at CMEFS, do take good care of yourselves. Kind regards.
Charles.

Name	Division	Cell Number	Detail
Alicia	Wealth	063 434 8074	Learner. Servicing attaching to the following classes of business. Investment Accounts, Tax Free Savings Accounts, Retirement Annuities, Living Annuities, Pension and Provident Preservation Funds, Endowments.
Andrew	Wealth	063 321 7399	Intern. New business and servicing. Medical Aids & GAP Cover. In the process of migrating across to the Wealth Division.
Andrisha	Wealth	063 378 1473	Representative. New business. Investment Accounts, Tax Free Savings Accounts, Retirement Annuities, Living Annuities, Pension and Provident Preservation Funds, Endowments.
Bernelee	Tax	078 708 4536	Administrator providing admin support to Geraldine and understudy to Geraldine.
Brady	Wealth	071 843 3933	Representative. New business. Investment Accounts, Tax Free Savings Accounts, Retirement Annuities, Living Annuities, Pension and Provident Preservation Funds, Endowments.
Felicia	Risk	071 880 9576	Learner. Servicing attaching to Short-Term insurance, assisting Stella. Starting to obtain some exposure to Medical Aids, GAP Cover and Life Insurance.
Geraldine	Tax	083 754 1699	Head of tax division.
Jamie	Wealth	071 850 1389	Learner. Core responsibility being to produce and send out the monthly investment statements and to handle any queries connected to them. Satellite responsibility to assist where possible in the Wealth Division.
Luh	Bookkeeping	063 102 3313	Head of Bookkeeping Division. Professional Accountant (SA) SAIPA 30345
Nadean	Tax	063 026 1351	Intern. Administrator providing admin support to Bernelee and understudy to Bernelee.
Siso	Risk	060 376 6605	Learner. Starting to obtain some exposure to Short-Term insurance Medical Aids, GAP Cover and Life Insurance.
Stella	Risk	078 784 6462	Head of Short-Term Insurance Division.
Terisha	Books	071 858 3373	Intern. Bookkeeping Division. Data Capture and other functions relating to the bookkeeping Division.
Thabo	Risk	078 004 3864	Learner. Starting to obtain some exposure to Short-Term insurance Medical Aids, GAP Cover and Life Insurance.