



COVID-19

IMPORTANT NOTICE TO OUR CLIENTS

Dear Valued Clients,

At Guardian Asset Management, we care about the health and well-being of our clients and staff amidst the current COVID-19 pandemic. We understand your concerns and the need to take this threat on our ourselves and country seriously. We want to reassure you our company has taken all the necessary precautions to ensure the safety of both you and our staff.

Our **Business Continuity Plan (BCP)** has been activated allowing us to continue to deliver a high level of service to you, in addition to the following measures already implemented:

- placement of preventative messages in all Client Services areas
- additional hand sanitizer pumps installed for use by clients and staff at all our locations
- all client facing staff are well equipped with care kits

Remember you can reduce your risk of infection if you:

- Wash hands thoroughly
- Frequently clean hands with alcohol-based rub
- Cover nose and mouth when sneezing or coughing with flexed elbow or tissue
- Avoid close contact with persons with flu-like symptoms (recommended 3 feet)

Subscriptions and Redemptions

Here is a list of transactions that can be requested remotely, thereby limiting your risk to external exposure and crowds:

- subscriptions to TTD Monthly Income and Pan Caribbean Funds can be transacted from your bank account via ACH direct debit
- subscriptions to USD Funds can be transacted via wire transfer where clients have an existing USD Bank Account
- direct transfer from your RBC Banking Account to your GAM TTD Monthly Income Fund via RBC Online Banking or RBC Caribbean Mobile Banking application
- transact the following via **GAM Client Login**
 - ▶ same day transfers from your Mutual Fund Account to your Bank Account (subject to established cut-off times)
 - ▶ switch funds between your various Mutual Fund Accounts
 - ▶ request cheques or drafts using "other" to include instructions

We take this opportunity to remind you to update your records with your current email address by contacting your respective Wealth Manager, Investment Advisor or our Client Services at 226-2799 or by emailing GAMClientServices@myguardiangroup.com to ensure there's no disruption of service to you.

Take the necessary precautions. Be safe. We are here to serve you.

Sincerely,