CORONAVIRUS (COVID-19)

SUPPORTING OUR STAKEHOLDERS

In light of the COVID-19 pandemic, we are mindful of the potential impact of the virus on our communities, our employees, business partners, members and clients. It is therefore important that we take appropriate steps to stay safe. We have established robust measures to ensure continuity of service to our stakeholders during this difficult time.

COMMUNICATIONS TO UTMOST WORLDWIDE

We continue to encourage clients and business partners to use the Online Service Centre wherever possible. In circumstances where it is not possible to use the Online Service Centre, please send instructions or communications to us via normal channels. It is possible to register on the Online Service Centre where you have not already done so. Utmost Wealth Solutions clients can do this by clicking on the registration link.

SERVICE DELIVERY

We have established effective measures for our client servicing teams to work remotely while continuing to ensure continuity of our services. For the protection of our employees we ensure that relevant safety guidance is followed, enabling remote working practices where relevant as a way to safeguard our employees and the wider community. During the pandemic our service desks remain available for telephone calls or email enquiries as normal.

We will continue to respond and adapt to any changes, such as the further strengthening or winding down of lockdown measures, maintaining our resilience and focus on service delivery.

CONTACTS

Our servicing teams across all of our locations remain available to address any queries throughout the outbreak.

Details of how to reach our customer service teams are in the Contact Us section of our Website at www.utmostworldwide.com.

If you are an Utmost Wealth Solutions client, if you have any specific queries in relation to this notice, please contact UWCustomerService@utmostworldwide.com.

If you are an Utmost Corporate Solutions client, if you have any specific queries in relation to this notice, please contact Enquiries@utmostcorporate.com.

In light of the COVID-19 pandemic, we are mindful of the potential impact of the virus on our communities, our employees, business partners, members and clients. It is therefore important that we take appropriate steps to stay safe. We have established robust measures to ensure continuity of service to our stakeholders during this difficult time.