

March 23, 2020

To Our Valued Clients,

We want to assure you that our priority at Strutt Armstrong CPA is the health and safety of our employees and clients.

Today the Province of Ontario announced the closure of all non-essential businesses. With this announcement we have made changes to our tax season protocols effective immediately.

**We have invited you to our portal as a way to communicate with us electronically by being able to exchange documents securely.** If you have the capability of using the portal as an alternative to coming to our office, we are requesting that you use this method of working with us during this time. Please refer to the questions below as well as we will require this information.

Please email [admin@struttarmstrong.ca](mailto:admin@struttarmstrong.ca) once all documents have been uploaded and the returns are ready to be prepared. If you choose to communicate through email, we encourage you to encrypt any emails or documents sent.

If you are not able to work with us remotely, we have new protocols set up at our office to ensure social distancing. We ask that you take the following steps and we will email or call with questions:

### **PERSONAL TAX DROP OFF AND PICK UP**

#### **TAX DROP OFF**

- 1. Please leave your sealed package on the porch or in the mail box between 8:30-4:30 M-F**
- 2. Knock on the door**
- 3. Leave the porch**
- 4. Staff will open the door and take the package**
- 5. Package will be quarantined for 3 days in the office**

#### **TAX PICK UP**

- 1. Call the office to let us know when you will be coming by**
- 2. Knock on the door when you arrive**
- 3. Step off the porch on to the driveway**
- 4. Staff will place the tax package on the table and give verbal instructions and then close the door**
- 5. Sign the signature page and put on the table.**
- 6. If paying by cheque leave cheque with the signature page**
- 7. Staff will watch and retrieve signature page when you leave the porch.**
- 8. For credit card or interact payment please arrange payment prior to coming to the office to pick up**
- 9. Please note tax returns are efiled upon confirmation of invoice payment.**

Our hours of operation will be Monday to Friday, 8:30am to 4:30pm.

We appreciate that this is a change in our process, but in light of the current situation, we are asking for these modifications at this time. If there are any questions or concerns, please call us at 905-878-7338. Please take care of yourself and loved ones during this challenging time and we look forward to seeing you again soon!

Sincerely,

The Strutt Armstrong Team