



# IMPORTANT NOTICE

Dear Valued Client:

In compliance with the Emergency Powers (COVID-19) (No. 1) Order, 2020, CFAL's offices will be closed to the public effective **March 20, 2020**. We will continue to monitor the government's updates and communicate with you when we can officially reopen our doors.

One of the key pillars of CFAL's philosophy is service excellence, and we wish to reassure you that our strong business continuity plan will minimize service interruption. In these unprecedented times, we realize that you may have unique requests or concerns about your investments or retirement savings. Last week, CFAL began rotating the office presence of key personnel as per social distancing best practices. While away from office, our employees are fully equipped to access our systems securely, and can be contacted via telephone at **(242) 502-7010** or via email at any following team contacts:

#### **DEPARTMENT**

Investments  
Pension Administration  
Private Wealth Services  
Operations  
Settlements  
Trading  
All Other Inquiries

#### **EMAIL**

investments@cfal.com  
cfa-pension@cfal.com  
wealth@cfal.com  
cfaloperations@cfal.com  
settlements@cfal.com  
cfa-trading@cfal.com  
info@cfal.com

We appreciate the opportunity to serve you and remain committed to providing consistent and exceptional service. We wish you and our fellow Bahamians all the best during these unusual times.