



Coronavirus/COVID-19 Important Update from Estess CPA

You have probably received several emails in the last few days from companies and organizations offering details of their response to COVID-19 and the coronavirus.

Here is what Estess CPAs are doing to keep delivering the service our clients expect.

If you need to discuss business financial contingency plans, cash preservation strategies, or other strategic planning issues please do not hesitate to give us a call.

OUR PRIORITY

Our first priority is to ensure the health and safety of our clients, team members and their families. We are here to help you navigate uncertain times, whether you are affected by the virus directly or through the volatility of the financial markets. We are closely monitoring daily developments and have a detailed plan to ensure we can continue providing critical services.

PROACTIVE POLICIES

- Our generous paid-time off policies and guidance for our team members ensure that they stay home if they are sick, at risk due to travel or have been exposed to illness.
- We are restricting non-essential team member business travel to help prevent exposure.
- We are strategically limiting as many face-to-face meetings as possible by encouraging all meetings be held via Zoom web conference or via telephone.
- We are highly encouraging all submission of documents including tax documents be submitted via our online portal or by submitting via our secure send link.
- We are prepared for as many team members to work from home as needed so we can continue supporting critical services.
- For our clients over the age of 60 years, we know it may be more difficult for you to be mobile at this time and that submitting documents on-line for some of you is not an

option. For this reason, Estess CPA is offering a pick-up service for hard copies of your documents within a 10-mile radius of our office. Please call our office to arrange pick-up.

PREPARATION

- Our offices are prepared with the supplies they need including hand sanitizer, disinfectant and gloves.
- Our janitorial partners will continue weekly cleaning services and have augmented them with additional disinfectant for high-touch surfaces.

GOING FORWARD

We know how much you depend on us, and we are committed to providing the service you expect from us. Our response plan starts with the steps above and progresses to more serious measures we can consider if this situation escalates, such as modifying office schedules.

As an extra precaution, we are encouraging everyone on our team to use web meetings. Please consider using electronic submission of information and web meetings during this time. This is a good general practice during any cold and flu season. Some other general practices are:

- Wash your hands frequently or use hand sanitizer while out running errands.
- Cover your nose and mouth when you cough or sneeze and keep your distance from people who are coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- If you are sick, avoid going out but seek medical care.

WAYS TO CONTACT US

We will keep you informed should we need to modify the way we deliver our services. We will also post signs on the doors if we decide to modify operations.

As always, you can reach us by phone at (504) 433-5122 or (985) 785-1470.

We will continue to do everything we can to offer you the service you expect from us while protecting you and our team from the spread of the virus.