

# OUR NEWS



march 2020

update #4

## office update...

Without taking up too much of your time, we thought it would be worthwhile setting out our position here at Odyssey in relation to the growing pressures deriving from the Coronavirus situation.

Broadly speaking, our intention is to continue to operate with as minimal interruption to our normal practices as possible and will be providing every means at our disposal to remain flexible and supportive of clients and advisers.

### **Office Situation & Day-to-Day Business**

As a smaller business, and one established against a backdrop of growing IT cloud-based systems, we have already incorporated significant flexibility in the way we operate day-to-day.

Understandably, we're obviously prioritising the health of our staff here, and also the health and well-being of wider older and younger family members. We have therefore moved to a system of reduced office attendance and greater reliance on remote working. **We do not anticipate any interruption at all in relation to general day-to-day operations as a consequence.** All of our staff have secure access to systems and records remotely and we have organised a rolling system of office access to ensure any physical post is dealt with promptly as usual.

### **Service**

Added to this, as many of you will know, we have recently recruited Darren Hill to our ranks. Darren provides us with a wealth of SIPP and SSAS expertise and will be able to provide additional support and assistance to clients and advisers as the need arises, should myself or Andrew be unavailable at a given time for any reason.

We will remain available via phone, e-mail and text/secure messaging, and are happy to arrange Skype or other types of remote video or telephone meetings as you or clients require.

## **Communication**

For obvious reasons, we'll make greater use of electronic communications in the interim to keep you updated with what we're up to. In addition to normal lines of communication, I would encourage you to follow our Corporate Account on Linked In as we anticipate using that medium to assist in keeping you up to date.

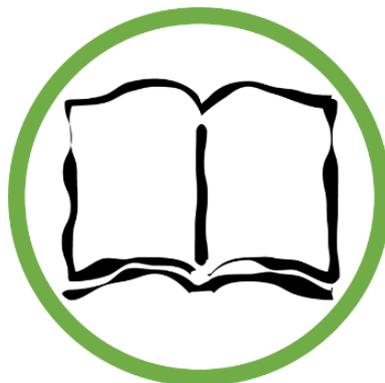
<https://www.linkedin.com/company/odyssey-pensions-limited>

## **Support**

We appreciate these are potentially difficult times so we would like to extend our offer to help support any advisers where we can, should they find themselves requiring assistance as regards admin needs for meetings or reviews for mutual or potential clients as a consequence of more stringent practices being recommended by the Government or other authorities.

Additionally, wherever possible we will operate on the basis of scanned copies of documentation, anticipating that there may be some interruption to normal post at some stage!

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