

## FIRST NORTH LAW – IMPORTANT CORONAVIRUS UPDATE

We wish to assure clients that we will continue to seek to provide a quality legal service to them during these difficult times. However, we must also fully respect and protect the health and safety of our staff and follow Government guidance which is issued

For this reason, we are unable to hold any face to face meetings with clients for the indefinite future. If clients use Skype, it may be possible to arrange a video conference when required, but demands on broadband are also great and so the quality of such calls may be prone to buffering or technical issues. Calls by telephone or by Skype audio are our preferred means for direct communication at this time.

We will continue to monitor and send Emails and we do not expect service standards to slip in this regard. However, no individual can guarantee their health and it may not always be possible to create an automated reply if struck by a sudden illness. Therefore, if you Email any member of First North Law staff and do not receive a timely reply, please call the general office number and a member of the team should be on hand to support you.

We hope and expect to be on hand to answer any telephone calls made during usual office hours, but a voicemail facility is available if the call cannot be answered immediately and we will endeavour to respond to any messages as quickly as possible thereafter.

As we are all looking to follow Government guidance and self-isolate and work from home, this will mean that there is no regular office presence to collect and process mail. Therefore, we must advise that there could be a considerable delay for us to respond to anything sent by post and we therefore urge all clients and others wishing to communicate with us to do so by electronic means.

We recognise that the actions required to respond to the Coronavirus crisis are urgent and that we face a rapidly changing environment with respect to our rights and obligations, both socially and at work. First North Law are here to support you with advice and we will strive to give our clients the assistance they require to make decisions with confidence about what they may do in light of the pandemic.

We would like to finish by emphasising that we are conscious that this is a difficult time and our thoughts are with anyone who has been personally affected by the coronavirus outbreak.