

COVID -19

How we are responding

April 2020



STONEHAGE
FLEMING

THE INTERNATIONAL FAMILY OFFICE

COVID-19 UPDATE

We hope you and your family are keeping safe and well during this challenging time. Communication, both within the firm and with our clients, is a top priority and we want to keep you informed of how we are maintaining our services, despite being physically away from our offices. Our most valuable asset is our people, and our primary focus continues to be their wellbeing.

WHERE WE ARE AND HOW WE ARE WORKING

We are now operating on a fully remote basis and most of our team were working from their homes for over a week prior to the most recent Government guidance. Our technology and systems are working as expected and have been well trialled for such a situation where we are not able to be physically present in the office. We have been able to move quickly to adopt new working practices.

KEEPING IN TOUCH

All our direct office telephone numbers are transferred to our mobile locations so please do keep contacting us via the normal number (which is on the bottom of our emails). However, we may not always be able to take the call and it may divert to voice mail. We will endeavour to call you back as soon as possible. Email will of course find us too.

Whilst we are sadly unable to meet in person for the time being, we can meet via video conference and are using this approach regularly and to good effect. We have recently commenced a regular series of video investment updates so that you can hear directly from the investment team as to how they are managing your assets in these very challenging markets. If for whatever reason you have missed any updates please let us know and we will make the recording available.

Our investment, client and operations teams meet virtually on a daily basis, so that irrespective of their physical location our decision making, trading and processes are functioning as if we were onsite in Suffolk Street.

OUR COUNTERPARTIES AND PARTNERS

Naturally it is vital not only that Stonehage Fleming is fully operational but that our trusted business partners are fulfilling their functions. Our investment team are in constant contact with the managers with whom we invest to understand the actions they are taking and to revalidate the reasons why we are invested with them. There has been no interruption to our settlement or custodian processes and we are in touch with these service providers to ensure they like us have the necessary contingency plans in place for these circumstances. It is possible that certain documents and reports will take longer to produce and/or distribute but we do not envisage significant disruptions.

As ever, please contact us should you have any questions on any aspect of what we do for you.



