



**In line with many companies this week, we have had to adapt our working practices in order to accommodate this unprecedented situation. With a collaborative team spirit, agility and a creative 'can do' attitude, we have been able to continue delivering a 'business as usual' service.**

**CRM insurance's IT, telephony and on line capabilities have been developed to support flexible, smart working. Using collaborative remote working tools such as Skype, Zoom and other digital means, there are many opportunities to keep in touch with all our clients and partners, no matter what everyone's remote working situation.**

**The wellbeing of our people and those of the businesses we work with is of paramount importance to us. We are committed to supporting you during these challenging times by working safely and effectively and continuing to deliver our services as we always have.**

**Signed,**

A handwritten signature in black ink, appearing to read 'Liam O'Keefe', is written over a thin horizontal line.

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