



January 13/2021

To Our Valued Customers,

With yesterday's announcement on further lockdown measures in Ontario, we wanted to reassure you that our team continues to operate 24/7. We are deemed an essential service, however, all four of our offices continue to operate remotely. Although we certainly miss seeing the smiling faces of our team members, their health and well-being is always our first priority. We've adjusted our operations to better focus on remote supervision and virtual training. These efforts are to ensure everyone's enduring success this year.

With all of this being said, we are here for you. We hope that no adjustments need to be made to your business as a result of the stricter provincial guidelines. However, we have had customers reach out asking for specific services related to COVID that we wanted to share, in case they can offer any additional support to your business as well:

- **Reception / Overflow:** Should your team be impacted by COVID and you need additional help answering calls or emails or you find yourself scrambling due to absent employees, we can take your calls for as little or as long as you need.
- **COVID Screening:** Clients have asked us to adjust their scripting to screen for COVID, specifically for upcoming, on-site service calls.
- **COVID Communication:** We have clients who need us to notify their customers or staff in the event of internal COVID cases. This can include calling clients and /or employees directly or responding to calls based on the communication provided.
- **Absentee Lines:** We can provide designated help to answer employees calling in sick or who need to notify of COVID testing and/or results.

As we see stricter provincial lockdowns and vaccines introduced across the country, our hope is that we can all hold a bit more optimism for brighter days in 2021.

Kindest Regards,

*Dana Lloyd*

Dana Lloyd  
AnswerPlus Inc.  
CEO