



## **Howth Financial Services Ltd. Meeting Process**

Our priority in this uncertain time of Covid 19 is to the health and well-being of our staff and clients. During Level 5 restrictions Howth Financial Services Ltd., as a designated Essential Service, remains open under strict protocols with regard to our 'face to face' client appointments in order to keep you, our staff and all our families safe.

Please review this process below prior to attending our office. This will enable a more effective meeting within a shorter period which is to everyone's benefit.

Precautions we are taking include completion of a pre-appointment screening questionnaire, the removal of our Reception/Waiting area, temperature checking, installation of a protective screen, provision of hand sanitisers, sanitising wipes, 2m distancing and a Meeting Register should contact tracing be required.

### **Meeting Procedures**

- Please forward any supporting documentation that has been requested for your meeting at least 24 hours prior to your meeting time. This will allow us to prepare for your appointment and to use the allocated time more effectively
- Please complete and return the attached Covid-19 Questionnaire no earlier than 24 hours prior to your meeting (a scanned copy is sufficient). For your convenience this can also be completed online at [www.howthfinancial.ie/pre-appointment-covid-19-questionnaire](http://www.howthfinancial.ie/pre-appointment-covid-19-questionnaire)
- Please be on time for your meeting to allow adequate time between your meeting and that of the next client(s) for us to sanitise the common areas
- As we have removed our waiting area please call us from outside to let us know you have arrived – we will come out and show you directly into the office for your meeting
- Please use the hand sanitisers provided prior to entering the office.
- You will be temperature checked prior to the start of the meeting. Should your temperature be raised the meeting will be postponed immediately.
- You will be asked to sign in and leave your contact details should we need to contact you in relation to Covid-19 tracing
- No more than two clients should attend at any one time
- We regret that children are no longer permitted in our office
- Your identification documents will be copied and cleaned with a sanitising wipe before returning to you
- Facemasks are not compulsory as we have a protective screen in place but you are certainly welcome to wear one should you feel more comfortable to do so

Thank you in advance for your co-operation – should you have any queries please feel free to contact the office at any stage on 01-8396770/1 or [advice@howthfinancial.ie](mailto:advice@howthfinancial.ie)

The Team at Howth Financial Services Ltd.