

James W Mann

& Associates

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Accountants

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Dear Valued Client,

We'd like to firstly send our best wishes to all our valued clients and we hope you're all healthy & well. The last few years have certainly been trying times as we all navigated & made changes to our daily household & work routines during this Covid 19 pandemic.

As we head into our busiest time of the year, James W Mann & Associates have introduced new measures to stay safe. We always have the highest regard for the health and wellbeing of our staff and clients, so we've made some significant changes for Tax Season in 2020 and onwards through to 2022.

While appointments for Tax Season are now OPEN for bookings, we won't be offering face to face appointments this year, to keep in line with social distancing guidelines, as we have a very confined office space in each accountant's office.

Instead, we will be offering Phone appointments or Skype Video call appointments during our Tax Season. Please note that you do not need to have a Skype account, you merely need access to a computer that has webcam and speakers and can access Skype as a guest

Our tax appointment times are:

- Mon, Tues, Thurs & Fri - 10.00am till 5.00pm
- Wed - 2.00 pm till 6.00pm (available from 27th July to 12th Nov)
- Sat - 9.30am to 4.00 pm (available from 30th July to 12th Nov)

The above appointment times may vary depending on the Tax Agent you request.

We continue to use digital signing through our **Handisoft Client Portal**. If you have not already activated your Client Portal please contact our office and we will send you an emailed invitation.

It's as simple as viewing your documents and approving them digitally, all from the comfort of your own home on a mobile, iPad or computer.

The Client Portal not only allows us to upload your documents for digital authority BUT also allows you to safely and securely upload your documents for our attention rather than sending these documents via email. If you are unable to access the client portal then we can either a) post or email your signing documents to you or b) if absolutely necessary you may come into the office and sign in person. All clients entering our premises are required to wear a mask and show proof of vaccination (this is in line with our Covid-Safe Protocols and is not dependent on State Government Health advice)

We have been working tirelessly making every effort to ensure a smooth continuation of our services and we hope that you will support us and help us continue the fight to stop the spread.

In the interim if you have any concerns or questions or want to book in your appointment for the new financial year, please feel free to call us on 9314 6011 or via email at office@jwmann.com.au and we will happily answer all your questions

Yours sincerely - The Team at James W Mann & Associates