



**GREEN APPLES FINANCE** *Australia*

Your Mortgage Broker for Life

## Green Apples Finance COVID-19 Statement

Good afternoon to all our clients, families, friends and business partners.

We have probably all heard more than enough of this disease and the actions that the government, business, and individuals are taking to minimise and slow infection rates, however it is important that we share what we are doing as well. At Green Apples Finance Australia we are committed to meeting the needs of our clients, but we are also taking reasonable precautions to ensure that you and our team are protected as much as possible.

What we are doing, and how you can help: -

- Wherever possible our team members are working from home and minimising wide personal contact,
- Wherever possible we are meeting with clients / partners via phone, Skype, Messenger, Zoom meetings etc - we are keeping face to face meetings to a minimum,
- While it is uncomfortable for all of us, we are minimising personal contact (e.g. handshakes etc) and maintaining some 'personal space' during meetings,
- Any team member showing signs of flu like symptoms will take extra precautions not to infect anybody else,
- Regular hand washing and ensuring that all other health standards are maintained,
- if you have a meeting booked with our team and you have flu like symptoms please call in advance of your meeting so we can make alternate arrangements.

A reminder to our valued clients that have existing loans that we have arranged. Remember that we are here to support and assist you with your lender if you are in financial difficulty, please contact us and we will assist as best we can.

For clients where we have a deal that is being presented to lenders on your behalf please understand that there may well be delays that are outside our and the lenders control should there be an impact on their staff. We will do our best to keep you updated on these issues as they evolve.

If you have a loan in progress and the Lending Specialist that is looking after you becomes ill we have put into place contingency plans to ensure that your loan is managed with as little interruption as possible.

We have spoken to several of our lending partners and they are developing or executing plans to continue their business as well. These actions include having staff working from home, spreading and relocating staff across several locations to minimise risk.

We wish everybody all the best during these challenging times. Please take care of yourself and your loved ones.

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