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| |  |  |  | | --- | --- | --- | | As the COVID-19 situation continues to evolve, we want you to know that we are doing everything we can to provide the support you need to help you during this very difficult time.  At RBC Dominion Securities, the health and well-being of our clients, our employees, and the community is paramount. That’s why we are taking a proactive approach to deal with this fast-evolving situation to help keep you safe. We are not accepting clients and visitors in our branch; however, we remain fully operational for transactions.  **Working remotely**  At this time, several members of our team will be working remotely and securely. We have the resources and tools to ensure you continue to receive the client experience and leading financial services that you’ve come to expect.  We will continue support you through telephone and online meetings. Guiding clients through uncertain times is what we do best, and we are available to review your portfolio or financial plan and discuss any other topics that are on your mind, at any time most convenient for you.  **Digital solutions**  We encourage you to sign up for Electronic Fund Transfers (EFT) and our online DS Online platform. These digital solutions will allow you to securely access your accounts and receive payments. For those who haven’t used these tools, we encourage you to give us a call, and we’d be happy to help you navigate these tools from the convenience of your own home.  We will continue to monitor the situation closely and follow the guidance of government and health authorities – and you can count on us to provide you with more clarity through our frequent updates.  In the meantime, please know that our commitment to guiding you and your family through uncertain times, such as these, is something we don’t take lightly and is what we do best.  Please don’t hesitate to reach out at any time by phone or email.  Sincerely,  The Flarow & Graham Wealth Management Group   |  | | --- | | Phone: 506-637-7518  Toll Free: 1-877-399-8099 | |  | | |