



27 March 2020

Collection House is committed to our people, clients, customers and the wider community, which is why we have implemented a comprehensive Business Continuity Plan in response to the Covid-19 virus outbreak. This plan ensures Collection House is focussed on supporting our clients and customers during this unprecedented period of uncertainty.

Minimising disruption to our clients is a high priority for us, second only to the health and wellbeing of our people. We're proud of the precautionary measures we've implemented throughout the crisis to date and are continually monitoring the situation to ensure we incorporate new guidance from Governments, peak Health Bodies and other stakeholder groups as it comes to light.

Collection House remains fully operational and our client work is continuing as normal and we are able to adjust our approach to match client requirements and alternative customer treatment paths. We will however be consistent in ensuring customer engagement remains based on an approach of empathy, care and high quality personal and digital engagement.

Collection House recognises the significant role it has to play in this difficult time across a wide range of stakeholder groups. IF you have any feedback or suggestions around how we can provide greater levels of support please contact us on **+61 7 3292 1000** or email at **Corporate.Services@collectionhouse.com.au**