

Date: 30 July 2020

Dear Valued Clients,

### **Important Notice**

#### **Operational Arrangement for Pandemic Rehearsal on 6 August 2020**

Due to the continuous spread of COVID-19 pandemic, we will have a pandemic rehearsal for our company on 6 August 2020. The following arrangements will be implemented on 6 August 2020 and our operation will return to normal on 7 August 2020:-

1. Our office premises will be temporarily closed and we will not greet any guests or visitors;
2. Our staff will work from home and have remote access to our internal system;
3. Our trading services can still be accessed through online platform, telephone or email;
4. Our services on clients' fund deposits or withdrawals shall be provided as usual; and
5. Our services on provision of contract notes, statements of accounts and receipts by post mail or electronic mail will not be affected.

Our company will make reasonable efforts to maintain "Business As Usual" and ensure that services to clients may be affected to a minimum.

In case of any queries, please do not hesitate to contact us at our Customer Services Hotline 2238 9238 or email to <http://www.swsc.hk/en/contact-us>.

Sorry for any inconvenience caused.

Regards,

**Southwest Securities International Securities Limited**