

how the coronavirus has impacted them.

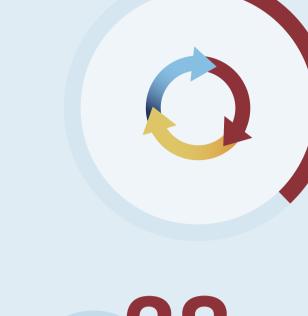
We surveyed our customer base to ask them how the coronavirus has impacted them. We focused on three core areas: the impact it's had on their business, the impact on them as individuals and the impact on their clients, to really find out what their concerns and hopes for the future are.

among survey respondents are:

The 3 biggest concerns for today



staying connected with clients



completing business

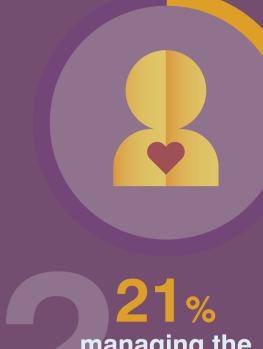


37% navigating market uncertainty

The 3 biggest challenges to respondents' working day are:



establishing a routine



managing the wellbeing of staff



children

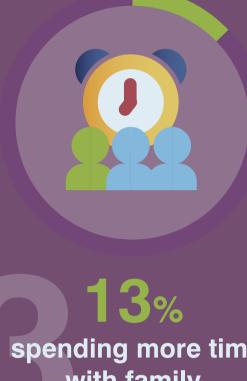
But looking optimistically, they've most enjoyed:



not commuting



having a flexible



spending more time with family

among survey respondents are:

The 3 biggest concerns for the six months ahead

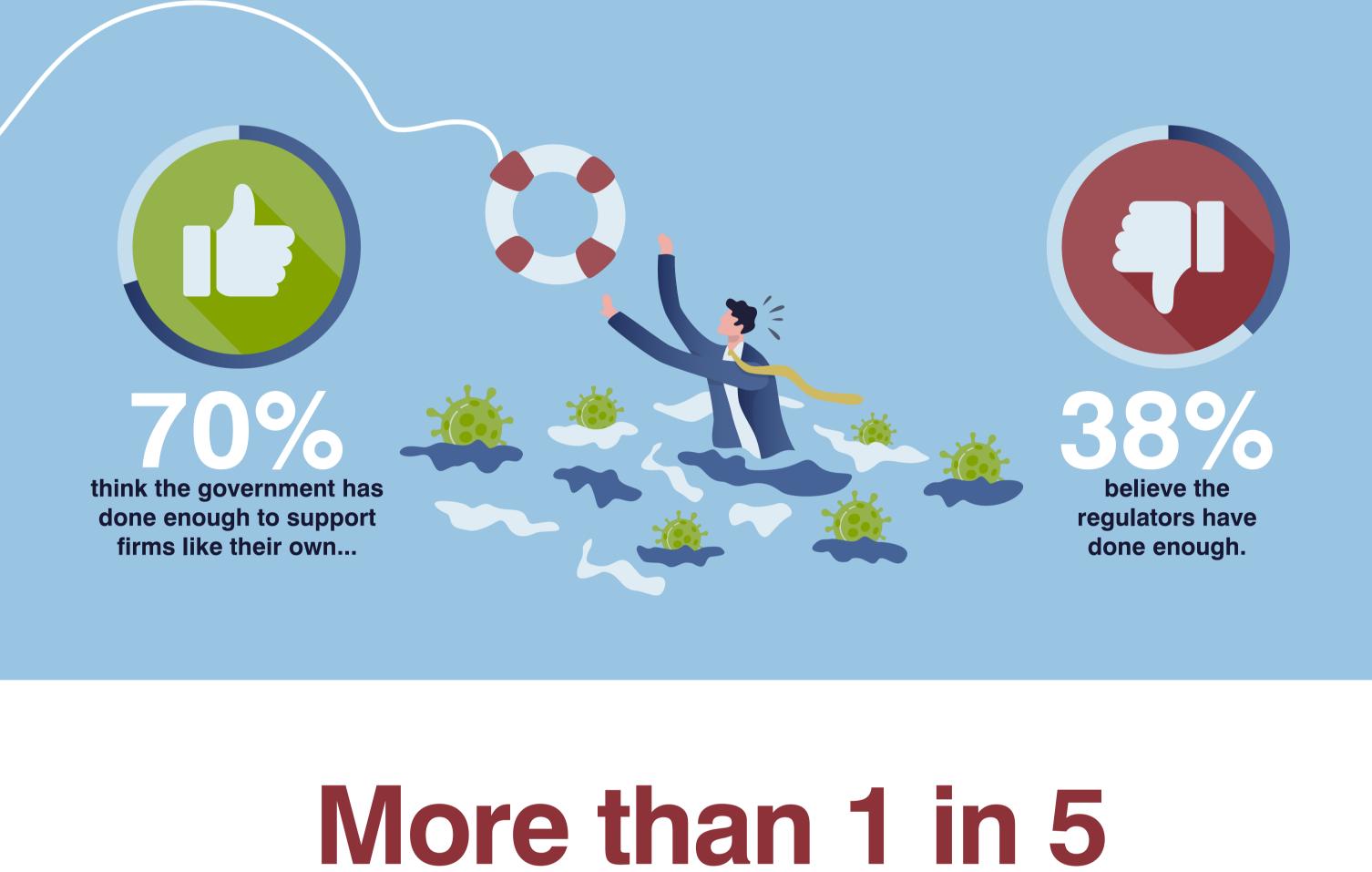


with clients









have been able to improve their

communication with clients



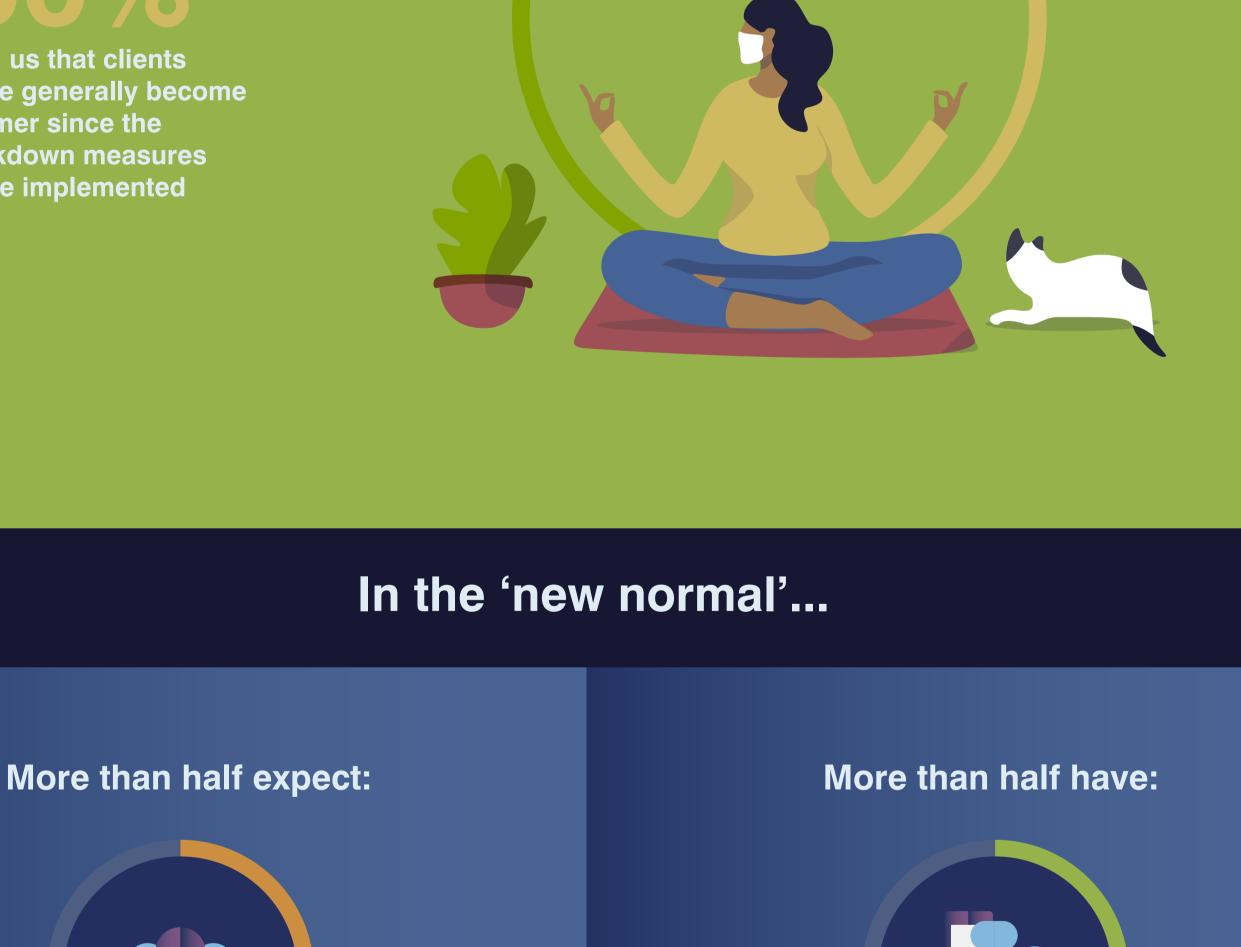






told us that clients

have generally become





less frequent

face to face communications

with clients

57% staff to work remotely more frequently

50%

of respondents

report that technology

prominent role in their

has played a more

adopted more technology with colleagues

68% considered and/or implemented business efficiencies

of respondents

have adopted new

permanently

uses of technology

that they'll implement

adopted more

technology with clients

66%

day-to-day operations

There are multiple technology solutions available to you, which have been designed to help support you and your clients.



