



## Change to working practices **COVID-19**

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Like all other organisations in the country at present, we are facing unprecedented times due to the threat from the coronavirus (COVID-19). However, we are doing our utmost to continue to provide our clients with the service that they have come to expect from Mathieson Consulting, while balancing this with our responsibilities to both staff wellbeing and the wider community—it is as much “business as usual” for us as it can be at present.

We will be trying to continue to meet expected delivery timescales but we do ask for some forbearance and understanding that this may not always be possible. The challenges presented by remote working, current and possibly future staff absence due to illness—not just in our office, but in the offices of the pension scheme administrators upon whom we rely so heavily for the provision of information—may mean that despite our very best efforts, we may have to ask for an extension of the delivery time.

It is going to be very difficult to provide an accurate forecast of when reports will be issued but rest assured that we will continue to prioritise the cases where we are aware of Court-imposed hearings and deadlines. You can assist us in managing timescales and delivering the best possible service to all of our clients by continuing to keep us informed where such deadlines change, and in particular where hearings are being deferred due to disruption in the courts.

We thank you for your patience during this difficult and challenging environment, and wish you, your colleagues, and your family well during this very difficult and challenging time.



George Mathieson  
**CEO**

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