



March 18, 2020

### **Operations Update—Coronavirus Plans and Protective Measures**

In a continued effort to do our part to “flatten the curve” and to protect both you and our staff, effective Thursday, March 19<sup>th</sup> our office at 129 Silver Street in Waterville will be temporarily closed.

While we will be working from home, during the hours of 9am-4pm, please rest assured that we will remain fully functional, as we can all connect to Golden Pond’s and LPL’s operating systems. Our capabilities to serve you on a daily basis will not be diminished—it just won’t happen in the office for a while.

The most effective way to communicate with us will continue to be via email. If you do need to call us, please continue to use the 207-873-2200 number and leave a message as we will be checking it frequently throughout the day and are committed to returning your call promptly. Emails will be replied to as soon as possible on the day received.

For your convenience, we have listed below the email addresses for the Golden Pond crew. If you have questions or concerns about the markets, please email your primary financial adviser (Bert, Katie or me). Any other service related questions or requests should continue to go to Holly, Judy or Paige.

Although Golden Pond is fully operational, we want to make sure you have contact information for LPL as well. In the unlikely event that we are temporarily unable to respond to your email or voice message, you can call the LPL Client Service line directly at 1-800-558-7567. But please call us first.

We are grateful for the technology that allows us to continue to be of service to you during these challenging times and for your continued confidence in us to steer your portfolio through this storm.

Sincerely,

Brian Bernatchez, CFP®  
Managing Director

Brian@goldenpondwealth.com  
Bert@goldenpondwealth.com  
Katie@goldenpondwealth.com  
Judy@goldenpondwealth.com

Holly@goldenpondwealth.com  
Paige@goldenpondwealth.com  
Kelly@goldenpondwealth.com  
Danielle@goldenpondwealth.com