

Covid 19 – Client Update – 24th March 2020

Following the announcement from the UK Government on Monday 23rd March about much tougher travel restrictions coming into force, we have reviewed our operations here at Create.

In the interests of protecting our staff and clients, we have had to make the decision to close the office with immediate effect. We have set out below what this means to you.

- Our office will be closed with immediate effect.
- All staff will continue to work from home.
- All post will be opened daily and actioned appropriately.
- Your Financial Adviser is still working and contactable on the usual mobile phone number and/or email address.
- The office telephone line will not be answered, but all messages you leave will be picked up and actioned daily.
- We remain fully open for business and to assist you, but please bear with us if it takes a little longer to deal with your queries, whilst we transition our team to fully work from home.
- Your Financial Adviser is still able to carry out advice and review meetings but will need to avoid face to face meetings for the foreseeable future.
- Wherever possible, we will try to communicate with you over the phone or digitally. Where we do require original signatures, we will ask you to post these back to us.

Stock Market Volatility

Clearly there has been significant volatility in the World Stock markets over recent weeks, caused by Covid 19 as well as large fluctuations in Oil prices. Investing your money should always be done over the medium to long term, so unless your circumstances have changed recently, we would always recommend that you stick to the plan made with your Adviser and avoid cashing in any investments at this time as that will result in you crystallising your losses.

When stock markets become volatile, it is usually best to resist making changes to your long-term investment strategy. It is also too easy to miss the best gains when you try to time the stock market.

Often the headlines you read or hear regarding stock markets are not as bad as the reality with your own investments. We are careful about the advice we give you for managing and investing your money, using asset allocation strategies and market diversification techniques to improve returns and reduce losses. So, although the FTSE 100 is down over 30% in the past seven weeks, if you are using one of our Advisory Portfolios, you will not have seen anything like this level of drop. For example, investments made in using our popular Risk Level 6 Portfolio have seen a fall of less than 17%.

And finally, for now

We have a large team of Financial Advisers and support staff here at Create Financial Management, and we remain ready, willing and able to fully support you through these difficult times.

Thank you for your business and ongoing support and we wish you and your family well in the coming days, weeks and months.

Mark Thomas, Managing Director