

**This letter was distributed
to Multicap Customers on
6 February 2020**

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To our Valued Customers,

Information about novel coronavirus (2019-nCoV)

You are likely aware of the current concerns in Australia and worldwide about the spread of a respiratory illness caused by the novel (new) coronavirus (2019-nCoV).

We take the health and safety of our customers and staff seriously, and wish to inform you that we are monitoring and implementing the advice from the Australian Government Department of Health in regards to this issue.

To ensure the ongoing safety and wellbeing of our customers, their representatives, and Multicap support staff we ask that you stay up to date with the latest advice by referring to the Australian Government Department of Health website <http://www.health.gov.au>.

If any of the restrictions currently in place apply to you, please follow the instructions and inform us as a matter of priority if you have been in contact with a Multicap customer or support staff.

If you would like further information you can speak to your local Multicap service representative, who will be able to help you with any questions that you may have.

Alternatively, you can contact us via email to feedback@multicap.org.au or visit www.multicap.org.au.

Yours sincerely,



Seth Grantley
Chief Operating Officer