

## #TogetherWeAreStronger

Dear Valued Customers, Partners, and Friends,

As the world grapples with the unprecedented challenge of COVID-19, our thoughts are with the people around the globe who are affected.

In this time of uncertainty, our business remains positive, open, stable, and strong. We have made the necessary adjustments to continue to offer our full service. We can receive passports, submit & receive applications, get approvals from governments (CIU) and are in constant contact with local authorities and embassies to ensure we have a prompt reply to all requests.

The safety and well-being of all our employees and customers is a top priority for us and we want to reassure you of the measures we are taking to help keep the UAE & the global community safe:

- 95% of our team are working from home with 5% providing coverage at our office during working hours
- Our drivers will handle all documentation with a mask, gloves, and hand sanitizing regularly
- All our employees will exercise social distancing with colleagues & customers
- Employees have cancelled all travel plans
- We have asked any employee with any symptoms to stay home
- We are constantly cleaning and disinfecting our meeting rooms and office
- All our rooms and workstations have alcohol-based disinfectants
- Employees who have recently travelled to other countries are self-quarantining for two weeks

Thank you. We are taking it day by day and we appreciate your continued patronage and support. I sincerely believe if we all do our part, together we are strong enough to overcome this virus.

While you're at home, please let us know if you have any questions about citizenship or residency. We are here to help!

Sincerely,



David Regueiro

COO & Managing Partner