

24 March 2020

We are writing to reassure you that Colliers International has taken all the necessary steps to ensure that our market leading credit control teams are fully equipped to support your business this quarter day.



All staff equipped with laptops, mobiles and screens for efficient remote working



Banking transfer equipment replicated in different locations to improve resilience



Credit control teams boosted with additional admin personnel from other departments



Strategy in place to achieve full feedback and advice to clients within three working days



Credit control teams re-trained to take a more conciliatory approach to credit control



Support to all occupiers in understanding government initiatives including rates holidays



Full analysis of debt collection data across location, sector and use

The Colliers Property Management Accounts team is responding the ongoing COVID-19 outbreak and its impacts on the first quarter of the year. We are thoroughly preparing in advance of the first quarter date to ensure that we can continue to provide the high level of service delivery our clients are used to.

At the heart of this is resourcing and we are adding more people to our market leading credit control teams this quarter. In addition, our accounting teams are fully supported by our IT platform to effectively work remotely. Communication is key and we are keeping in touch with our occupiers through a variety of methods, and we are providing updates on the Government's latest guidance. This will allow us to understand each occupier's business pressures as they react to the continuing implications of COVID-19.

Kind regards

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