



MAYBERRY
INVESTMENTS LIMITED

1985-2020
35
CELEBRATING 35 YEARS

Member of the Jamaica Stock Exchange
Primary dealer for the bank of jamaica

☎ (876) 929-1908-9

🌐 www.mayberryinv.com

📠 Fax: (876) 929-1501

f www.facebook.com/mayberryinvja

📧 mayberryinv.com

✉ Sales Inquiries : sales@mayberryinv.com

Thursday, April 23, 2020

To our valued clients:

At Mayberry Investments, we consider the safety and well-being of our employees and clients a top priority.

In response to the innumerable measures implemented by the Government of Jamaica (GOJ) in fight against COVID-19. Please be advised that effective **Thursday 23, 2020** we have made temporary adjustments to our operations until further notice.

Revised Opening Hours

- Temporary office operating hours will now be from **Mondays - Fridays 8:30am – 10:00am** for client walk-ins.

Health and safety measures

Safety is our top priority. We have implemented enhanced cleaning procedures and installed hand sanitizers for both customer and employee use.

- It is mandatory for all customers to wear a face mask (covering their nose and mouth) before entering the office.

Electronic Transactions

- All transactions should be sent to the client's Sales Advisor or the Client Relations Department {clientrelations@mayberryinv.com} in order to limit face to face contact.
- All transactions should be submitted between the hours of **8:30 am – 10:00am**. Requests received after 10:00 am will likely be processed on the following business day.

DIRECTORS: CW BERRY (CHAIRMAN); KM BERRY (VICE-CHAIRMAN); EL ANGUS (MANAGING DIRECTOR); GH PEART (CHIEF EXECUTIVE OFFICER); TS WALDRON-GOODEN (DIRECTOR-INVESTMENT BANKING); GL LEWARS; WH SCOTT; AK JAIN



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Service Delays and Disruptions

- Due to curfew orders and other restrictions currently in place, the service levels at our Help Desk and Client Relations Department have been significantly impacted.
- Our Help Desk is currently only able to facilitate critical calls between **8:30am and 2:00pm.**
- Delays in processing times for transactions should also be expected.

Digital Platforms

- Customers are reminded that they can access their portfolios and manage their assets via our MIL Mobile App. The Mayberry Mobile App allows you to access the following features:
 - Buy and Sell Stocks
 - Conduct Cambio Transactions: Buy and Sell Foreign Exchange
 - View account balance and transactions
 - View E-statements
 - Keep up to date with the Stock Market: “Top Gainers” and “Top Decliners”
 - Face ID and Touch ID Login (dependent on device and OS)
- Persons interested in signing up for mobile banking can visit www.mayberryinv.com to register.

We sincerely apologize for the inconvenience and disruptions caused. At Mayberry Investments, we are committed to providing you the financial access, guidance and support you need. We want to assure you that Mayberry Investments will do everything in our power to continue to serve our customers and support our communities — through digital and mobile, by phone and in office as prudent.

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While we regret the inconvenience caused, we are in full support of the government's efforts and precautionary measures being instilled to keep our nation safe. We encourage you all to adhere to safety measures outlined by the government at this time. In the meantime, please stay safe and take care of yourself and your loved ones.

Yours sincerely,

Gary Peart

Chief Executive Officer

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