



## How LSL Is Responding to the Coronavirus (COVID-19)

### **IMPORTANT ANNOUNCEMENT**

To our valued clients:

The comfort, health and well-being of you, your employees and our staff at LSL continues to be our top priority.

Effective immediately, our offices will be closed to clients and other visitors for the next few weeks. **However, this will not change the level of service you receive from us.** We are prepared and equipped to meet our commitments to you.

#### **To Our Tax Clients**

If you're scheduled to come to one of our offices for your tax appointment (or have not made an appointment yet and still need to do so), here are three ways we'll now work with you:

**Video or phone appointment:** we use Zoom meeting software, so you can have a video meeting with us, and [Zoom.us](https://zoom.us) is free to download and use if you don't have it already. If you don't have a video camera, you can call in on the phone. We'll follow up with emails (or snail mail, if you prefer) and phone calls to keep your tax filing process moving along!

**Secure file exchange:** Scan and securely send your files and documents to us using our Client ShareSafe or CCH Access Portal. We'll send you the links to upload your documentation if you'd prefer to send us your information this way.

**Drop box outside our office doors:** If you are unable to scan documents to upload to us, we have a drop box outside our Brea or Santa Ana office doors you can place your documents in that will promptly be picked up by one of our staff.

#### **To Our Audit and Review Clients**

**If we have a team scheduled to come perform work at your location,** here are alternate ways to work with us:

**Remote:** LSL's infrastructure was designed for a remote environment, and our team works this way on a regular basis. We have tools for effective and efficient ways of working remotely directly with you during these unusual times. Our goal is to continue to meet your needs daily in a safe environment.

**Upcoming meetings scheduled:** We will be reaching out to you if we have a scheduled meeting and suggest video or phone appointments. We use Zoom meeting software, so you can have a video meeting with us. [Zoom.us](https://zoom.us) is free to download and use if you don't have it already. If you don't have a video camera, you can call in on the phone.

**Upcoming Fieldwork scheduled:** Our goal is to keep the scheduled visit with you but do so in a remote environment. Fortunately, we are equipped with software and communication tools to support a remote audit process. Utilizing meeting software for communication, private web portal for sharing documents and information, and cloud-based audit software, we believe this is an effective way of continuing to work with you during this time. We will be reaching out to you to:

- Schedule in advance, virtual entrance and exit meetings with all team members through Zoom.



- Sending in advance LSL request lists for uploading documents to web portal.
- If applicable, advance scheduling of internal control walkthrough documentation, with staff meeting times through meeting software, screen sharing, and video capabilities.

We are sincerely grateful for your business and appreciate your support during this time.

Sincerely,

Rich Kikuchi, Managing Partner  
Lance, Soll & Lunghard, LLP (LSL)