



## Notice to all Acupay System and Tax Processing Services (TPS) Users.



Dear User,

We have received inquiries this week regarding contingency planning in light of the growing concerns of the **coronavirus (COVID-19)**, particularly in relation to original, physical documents that are sent to Acupay for certifications made on one of its platforms, the Acupay System and TPS.

Please be advised that, while Acupay has contingency plans in place, at the moment, **we are operating as usual**. Currently, there are no grace periods of which we are aware so documents will still need to be sent to us within the agreed deadlines to the normal address (our London office).

If there are any changes or updates to our operations or service, we will notify all registered users of our systems with details via email.

Warm regards,

The Acupay Team

If you have any questions or comments, please let us know at [ateam@acupay.com](mailto:ateam@acupay.com).

For more information on how Acupay's services could benefit you, please contact the Acupay Product Team at +44 20 7382 0340 — +1 212 422 1222 — [product@acupay.com](mailto:product@acupay.com)

[www.acupay.com](http://www.acupay.com)

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