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



Dear User,

Please be advised that, due to increasing concerns of the coronavirus (COVID-19), including recommendations from governmental authorities related to traveling via public transit, Acupay has decided to ask staff in both of its offices to temporarily work remotely beginning today.

This is not expected to affect operation and support of the Acupay System or Tax Processing Service (TPS) platforms as both are able to be operated and supported remotely. In addition, our staff will still be able to send and receive electronic communications using their normal business contact details (see [our website](#) for more details)

If you are sending physical documents or packages to either of our offices, please ensure that you:

1. Include [ateam@acupay.com](mailto:ateam@acupay.com) as the email contact
2. Contact [ateam@acupay.com](mailto:ateam@acupay.com) prior to sending the package with the:
  - a. courier tracking ID
  - b. office location to which the document(s)/package was sent
  - c. expected delivery date

We will have a limited number of staff visiting our office on at least a weekly basis in order to collect and, if needed, process mail items that we receive that have deadline requirements (e.g. physical copies of tax certification documents).

We will keep you informed of any changes or updates to this exceptional situation via email. If you have any questions, please feel free to contact us.

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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