

CONFIDENTIAL

September 17, 2020

COVID-19 Response

Client FAQ

Firm Update

We continue to closely monitor the COVID-19 situation. Our priority is the health and well-being of our firm members, clients and community.

To slow the spread of COVID-19, our lawyers and staff are either working remotely or in the office.

Any further changes will be informed by advice from the Public Health Agency of Canada and implemented in the appropriate phase of [Ontario's Framework for Reopening the Province](#).

We continue to deliver exceptional service and operate at full capacity. It is business as usual with the only change being the locations from which we operate. With the benefit of the technology and protocols that we have put in place, we continue to provide uninterrupted and high-quality service to our clients.

Please read the below FAQ for detailed information with respect to contact information, client service and matter management protocols going forward.

We continue to be well-placed to assist you with any urgent matters related to your regular business or the legal and business risks associated with the COVID-19 situation. If you have any specific questions, please contact your Lenczner Slaght lawyer.

Finally, we wish everyone personally affected by this health crisis a speedy and complete recovery.

COURT UPDATES

On commercialist.com/resources, you will find a comprehensive and up-to-date COVID-19 resource center that includes:

- the most recent Court & Tribunal updates;
- relevant Emergency Orders; and
- other legal news and resources.

MOVING FORWARD

We will continue to keep you updated as this situation progresses. In the meantime, information is also available on our [website](#) and on our social media: [Twitter](#) and [LinkedIn](#).

Frequently Asked Questions

We continue to work at full capacity under all circumstances – it is business as usual with only minor exceptions. All of our lawyers, law clerks, assistants, and other staff are either working remotely or in the office.

How quickly will I receive a response to my e-mails?

You will continue to receive timely responses – there will be no disruption in this regard.

For a specific matter, what is the best way to communicate with my lawyers?

Each of our lawyers remain fully connected. You can contact them at their [litigate.com](https://www.litigate.com) email address or their office or mobile telephone line. If you can't reach them, leave a message on their office telephone line which forwards to their email.

Where will I be able to find alternative contact information?

You can find all relevant contact information on every lawyer and clerk bio on [litigate.com](https://www.litigate.com).

Will you still be able to attend court or deal with court filings?

Yes. The Courts before which we appear regularly, in many cases, have expanded their operations virtually. We can make court filings and bring emergency proceedings, as necessary. Please visit [commercialist.com](https://www.commerciallist.com) for the most up-to-date information from the Courts and Tribunals.

How will we hold meetings with you?

We will be able to virtually meet with you through Microsoft Teams or by conference call.

Will I continue to get billing and budget updates?

Our goal is to provide seamless service to all clients of the firm. Our finance and pricing teams will be able to provide the information you require on a timely basis.

I need to deliver something to a lawyer, what is the process for that?

If you need to deliver something, please contact the lawyer directly to arrange delivery.

Can I send and receive faxes from you?

Email is the best way to reach our lawyers. However, we can accommodate faxing if there is an office closure. Our office fax line is 416-865-9010. Many lawyers also have direct fax lines and a fax can be sent to them directly. Lawyers' fax numbers can be found on [litigate.com](https://www.litigate.com).