



**TP ICAP Group Services  
Limited**

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Dear Client,

With the coronavirus (COVID-19) situation changing rapidly, we want to inform you of the steps TP ICAP is taking to mitigate the impact on our clients, our firm and our communities. Their support, health and security are, as always, our top priorities.

To ensure that we can perform our role as a key liquidity provider – and keep our people safe – we have now put comprehensive contingency plans in place. These include dispersing teams across offices, establishing Work Area Recovery sites and maximising remote working for staff.

This plan also brings together a cross-disciplinary crisis team whose aim is to observe all changes in the COVID-19 public health emergency and determine how we address those circumstances. We are monitoring and following all recommendations put forward by the World Health Organization, as well as others, in an effort to protect our clients and our people, while ensuring the continuation of business.

In our offices, we have measures in place to help ensure the environment is clean and that all brokers, support staff and managers confirm that they do not pose a risk to others.

For all individual cases of quarantine, we will work with clients to ensure voice and trading lines are agreeably passed over to another broker and full access to voice and data applications are maintained. We are reviewing our remote working solutions to enable brokers to communicate with their clients and fellow brokers and still meet the regulatory requirements.

Currently we do not permit brokers to undertake broking activities from home however as the situation is changing on a daily and hourly basis, we are testing and validating a number of options, which will be implemented should the situation deteriorate further.

While we cannot be sure of what the coming weeks may bring, we want you to know that we are taking all possible steps to prepare as best we can to support our people and our clients. These unique circumstances have created a good deal of uncertainty, but they also remind us of how interconnected we truly are. In that spirit, we are committed to managing through these challenging times together.

If you have plans that we should be aware of, please get in touch at [clientqueries@tpicap.com](mailto:clientqueries@tpicap.com)

Regards

Nicolas Breteau