

SUMMARY

As we continue to adapt to COVID-19 developments in real-time, our team is here to provide uninterrupted support for any service lines, including your pandemic response plans. The quality and continuity of our services continues to be our top priority as we strategize customized solutions to help your community recover from the economic impact of this pandemic.

HdL Action

Although our members continue to work remotely and will continue to offer audio or video conference alternatives, we are still collaborating as a team to ensure that our support services remain unimpeded and remain in accordance with each client's pandemic response plans.

As some of our clients transition to a remote work arrangement, HdL is assisting through a variety of support services. We want to bring some of these services to your attention, should they be of benefit to you as well.

- **Temporary Online Payments Portal for Miscellaneous Activities** – As public counters are closed, jurisdictions need ways to take payments online for activities which typically occurred at the counter. This can be miscellaneous payments needed for finance, building, police, or other department activities. HdL can provide a pop-up online payments site to support receipt of these payments, as a temporary measure to keep these activities moving.
- **Crisis Response Tax Administration Continuity Service** – If you desire to maintain tax/fee operations while your public counters are temporarily closed, HdL can assist with temporary processing of your mail-in returns/payments, or other aspects of operations.

- **Business Notifications** - If you would like an email blast or similar announcement sent to your business community, we may be able to perform the notifications or provide mailing lists for your own internal operations.

Client Action

Our leadership and individual service line teams will continue reaching out to you during this time. We are committed to supporting our local government partners with creative, effective and customized solutions. If you have questions related to HdL's support of your team or if you feel you would benefit from our crisis response temporary tax administration, please contact our HdL Crisis Management team at crisismanagement@hdlcompanies.com.