



FROM OUR CEO
REBECCA JAMES.

As the mother of a toddler and the CEO of a large fintech, believe me when I say COVID-19 is something that is confronting me at every level. The need for patience, love and tolerance is at an all-time high. Our country has just come through one of its most defining challenges with the summer bushfires and now we must double down, dig deep and find it in ourselves again to confront yet another unprecedented challenge.

Acts of kindness, generosity and tolerance are what's needed right now. Whether that be for elderly neighbours, local friends, family around the globe or colleagues no longer working face to face. Like most businesses, flexigroup has taken the extraordinary step of moving the majority of our people into their homes to work. Like most CEOs our people are our priority and I'm proud to say that our teams in Adelaide, Auckland, Dublin, Manila and Sydney are all adapting admirably to working remotely, doing their part to help flatten the pandemic curve.

Customers as always are at the heart of our business. Their well-being is our well-being and when they are challenged, we are challenged. Those issues can take many forms and we bend over backwards in more simpler times to be ready for any eventuality. Our hardship policy was designed for times such as these, to relieve people as much as we possibly can of the burdens of financial worry. Whether that's customising new payment plans or removing extra fees.

Your inbox is no doubt saturated with messages just like this and that's because businesses leaders in Australia and across the world are people just like you, trying to make clear, level headed decisions in line with global health directives but without forgetting that at the very heart of everything, it's the way we care for each other that will determine how well we come through this.

Be calm, and love one another.