

As a Variplan client, you may communicate with us through any, or all, of the following channels:

Email **mmiles@variplan.com or sirwin@variplan.com**

Email is the primary means of communication between Variplan personnel and our clients. If you want the quickest response or action, email is the best way to reach us. You should be careful to avoid sending sensitive information like account numbers or your Social Security number via unsecure email or attachment.

Telephone Voicemail – Secure* **800-923-7616**

Our voicemail system is secure, private and monitored throughout the day. You may leave any information you would like to share with us, including credit card or other sensitive information on our voicemail system.

Fax – Secure* **703-991-8777**

Our secure, electronic fax system is available 24/7 and is monitored throughout the business day. There is no limit to the size of a transmission it will accept.

Online Document Sharing – Secure* **We Will Send You a Link**

At your request, we will set up a secure folder on our cloud server and give you access to it, online. This will enable you to copy documents into the folder that only we can retrieve and open. You must notify us when you have deposited a document to share with us.

US Mail – Secure* **Variplan, LLC, 20130 Lakeview Center Plaza, Suite 400, Ashburn, Virginia 20147**

You may send documents to us via US Mail. Your mail should be addressed to Variplan, LLC, 20130 Lakeview Center Plaza, Suite 400, Ashburn, Virginia 20147. Variplan staff members usually work remotely and sending items to us this way will often delay our receipt by a couple of days for forwarding to the appropriate person.

Courier or Hand Delivery – Secure* **20130 Lakeview Center Plaza, Suite 400, Ashburn, Virginia 20147**

You may deliver documents to us in person or via courier. Your item should be addressed to Variplan, LLC and delivered to the main reception desk at our Ashburn office. **Deliveries are accepted here weekdays between 9:00 AM and 5:00 PM, excluding holidays or closures for weather.** Variplan staff members usually work remotely and sending items to us this way will often delay our receipt by a couple of days for forwarding to the appropriate person.

Telephone (Live) – Secure* **By Appointment Only: 800-923-7616**

Generally, our engagement agreements do not provide for phone meetings on-demand, and you should consider phone meetings to be a secondary means of communicating with us, after email and voicemail. Phone meetings are available by appointment only. In accordance with our engagement agreements, we will determine the suitability of these meetings on a case-by-case basis. We do not have a phone receptionist and will not answer unscheduled phone calls. If you call us without an appointment, you will be directed into our voicemail system (see above). We have conferencing capabilities and can arrange multi-party calls when appropriate.

Online Meeting – Secure* **By Appointment Only: We Will Send You a Link**

Generally, our engagement agreements do not provide for online meetings on-demand, and you should consider online meetings to be a secondary means of communicating with us, after email and voicemail. Online meetings are available by appointment only, and only using our provider account. In accordance with our engagement agreements, we will determine the suitability of these meetings on a case-by-case basis.

*Generally considered secure, but not guaranteed.