



**PUBLIC PROTECTION CABINET
DEPARTMENT OF FINANCIAL INSTITUTIONS**

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DFI Non-Depository Guidance
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The Kentucky Department of Financial Institutions (DFI) recommends Kentucky-chartered non-depository institutions take steps to comply with CDC directives and Governor Andy Beshear's guidance and executive orders. Non-Depository institutions include:

- Mortgage companies,
- Mortgage brokers,
- Consumer loan companies,
- Money transmitters,
- Check cashers, and
- Deferred deposit companies.

These institutions should take the following actions:

- 1. Follow common-sense safety precautions recommended by health professionals.**
 - For the latest information on the coronavirus in Kentucky and guidance from state agencies, visit <https://chfs.ky.gov/agencies/dph/Pages/covid19.aspx>.
- 2. Provide services to your customers while implementing social distancing techniques:**
 - Reduce face-to-face transactions in order to help slow the virus's spread and protect employees, customers, and the public.
 - Your company may no longer use a lobby to provide customer service, and transaction can now only be performed via drive-thru windows (if available), "curb side" service, or other similar techniques.
- 3. Work with customers affected by the coronavirus to meet their financial needs.**
 - The DFI suggests financial service providers implement policies and procedures to work constructively with customers. Such actions may include the following:
 - Restructuring existing loans.
 - Extending loan repayment terms.
 - Easing terms for new loans.
 - Waiving fees, such as late fees or modification fees.

- For regulatory purposes, DFI will note actions taken to help customers affected by issues related to COVID-19. Financial service providers should identify and monitor accounts and loans, and document any actions taken to assist customers.
 - Other statutory and regulatory requirements regarding loan originations and loan payments remain in effect. Under no circumstances should any Kentucky regulated entity accept debit card payments over the phone where customers are requested to provide their pin number.
- 4. Manage COVID-19 related staffing issues.** Your institution may experience staffing shortages as a result of COVID-19. You should manage temporary staff shortages in a manner that best protects the health and safety of the general public and maintains continuity of services to customers. Institutions should take appropriate actions to address staffing issues and meet the dual goals of promoting public safety and maintaining operations necessary to serve the public’s financial needs.
- **Telework** – If your company has the ability to allow employees to telework in a manner that is safe to the employee and protects customer information, the DFI encourages such action. While Kentucky remains under a state of emergency, the DFI will not take actions against regulated entities for allowing workers to telework as long as customer information is protected and secure.
- 5. Make sure business continuity plans include pandemic planning.** For guidance on pandemic planning, see the Federal Financial Institutions Examination Council’s “Interagency Statement on Pandemic Planning” at <https://www.ffiec.gov/press/PDF/FFIEC%20Statement%20on%20Pandemic%20Planning.pdf>.