



STATE OF ALABAMA STATE BANKING DEPARTMENT



M-E-M-O-R-A-N-D-U-M

To: All Licensees

From: Scott Corscadden, Supervisor, Bureau of Loans

Date: March 12, 2020

Re: Pandemic Planning

The Alabama State Banking Department reminds all licensees that business continuity planning should be reviewed and updated at this time. The Department plans to maintain normal operations regarding licensure and examination, and we will closely monitor the announcements from the Center for Disease Control (CDC) and the Alabama Department of Public Health (ADPH) regarding the COVID-19 outbreak.

Licensees are encouraged to keep informed and updated on reliable information about COVID-19. An example of such information is the CDC Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19). This guidance is available at www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html ADPH webpage www.alabamapublichealth.gov/infectiousdiseases/2019-coronavirus.html is also a good source of information.

Licensees are strongly encouraged to communicate and work closely with customers that may be impacted by circumstances related to COVID -19, including the possibility of the deferral of fees or other charges.

If necessary and appropriate, licensees may wish to take precautions to further avoid the risk of exposure by relocating offices or by having employees work from home. This may be effective for some licensees in certain circumstances; however, licensees are reminded that compliance with all applicable laws and regulations, including those regarding data security requirements, must be maintained. Licensees that may not be able to relocate or allow employees to work from home are encouraged to take steps to mitigate the impact on business and customers. This includes proper notification and communication to customers.

Licensees should immediately notify the Department of any circumstances that require the closure, relocation, or remote work program and any efforts taken to work with customers.

If you should have any questions, please do not hesitate to contact the Department.

Thank you for your cooperation and commitment to work with Alabama consumers.