



State Agency Communication/Guidance on Coronavirus/COVID-19

As the Coronavirus/COVID-19 situation develops and state agencies send communication/guidance to licensees, information will be shared on this page. If you are unsure how to operate during the Coronavirus/COVID-19 situation, please review the state agency websites and any guidance provided below. If you have additional questions, see the [State Agency Contacts](#) page for your agency's contact information. Make sure to stay safe and informed by visiting the [CDC's Coronavirus page](#).

Agency Home Page	Guidance/Communication ¹
Alaska Department of Commerce, Community & Economic Development	Coronavirus message – Updated 3/15/20
Alabama State Banking Department	Pandemic Planning
Alabama Securities Commission	-
Arkansas Securities Department	<ul style="list-style-type: none"> • Interim Regulatory Guidance - 3/13/20 • Interim Reg. Deadline Guidance - 4/1/20
Arizona Department of Financial Institutions	-
California Department of Business Oversight	Guidance to Escrow Agents, Finance Lenders & Servicers, Student Loan Servicers, Residential Mortgage Lenders & Servicers, & Mortgage Loan Originators
California Department of Real Estate COVID-19 page	<ul style="list-style-type: none"> • FAQs for Licensing Processes & Business Practices • Alert - Canceled Exams through 4/30/20
Colorado Department of Regulatory Agencies- Department of Real Estate	Division Advisory
Connecticut Department of Banking	<ul style="list-style-type: none"> • Temporarily Working from Home • Mortgage Servicer Guidance
District of Columbia Department of Insurance, Securities and Banking Bureau	-
Delaware Office of the State Bank Commissioner	-
Florida Office of Financial Regulation	-
Georgia Department of Banking and Finance	-
Guam Department of Revenue and Taxation	-
Hawaii Division of Financial Institutions	Reduction in Branch Office Hours
Iowa Division of Banking	Guidance for Working Remotely
Idaho Department of Finance	<ul style="list-style-type: none"> • Temporary Regulatory Guidance • 3/26/20 Update <ul style="list-style-type: none"> ○ For Mtg. Broker/Lender, MLOs, Regulated Lender, Title Lender, Payday Lender & Collection Agency Licensees & Registrants ○ For Money Transmitters

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Illinois Department of Financial and Professional Regulation	<ul style="list-style-type: none"> • IL Announces Help for Consumers Struggling to Make Payments on their Debts Due to the COVID-19 Crisis and Guidance for its Regulated Financial Sectors • Guidance to Mortgage Servicers & Exempt Mortgage Servicers Urging Support for Borrowers Impacted by COVID-19 • Guidance to Student Loan Servicers Regarding Federal Student Loan Interest Waivers and Administrative Forbearances and COVID-19
Indiana Department of Financial Institutions	Guidance for Mortgage Lenders & MLOs
Indiana Secretary of State Securities Division	Remote Working for Loan Brokers and Collection Agencies - 3/24/20
Kansas Office of the State Bank Commissioner	<ul style="list-style-type: none"> • Remotely Working • KS Executive Order No. 20-06 - Prohibiting Foreclosures
Kentucky Department of Financial Institutions	COVID-19 Guidance Guidance for Non-Depository Institutions— 3/24/20
Louisiana Office of Financial Institutions Non-Depository Division	<p>Emergency Declaration</p> <ul style="list-style-type: none"> • For Check Cashers • For Lenders/Brokers Licensed pursuant to the LA Consumer Credit Law and the LA Deferred Presentment & Small Loan Act • For Pawnbrokers • For Residential Mortgage Lenders/Brokers/Originators
Massachusetts Division of Banks	<p>MA COVID-19 Guidance</p> <ul style="list-style-type: none"> • Reminder to Licensees - 3/11/20 • Reminder to Mortgage Lenders & Funding Sources - 3/12/20 • Notification Protocol - 3/19/20 • Governor Emergency Order - 3/23/20 • Industry Guidance re mortgage loan borrowers – 3/25/20 • Call Report and Financial Statement Extensions - 3/30/20

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Maryland Office of the Commissioner of Financial Regulation	<ul style="list-style-type: none"> • COVID-19 Bulletin for MD Mortgage Brokers, Lenders and Servicers • Foreclosure of Residential Property Stayed • Guidance to Mortgage Servicers • Remote Notarization—Mtg. Lenders encouraged to implement remote closings – 3/31/20
Maine Bureau of Consumer Credit Protection	-
Michigan Department of Insurance and Financial Services	<ul style="list-style-type: none"> • Interim Recommendations • Non-Depository Lender Covid-19 Response Survey
Minnesota Department of Commerce	<ul style="list-style-type: none"> • Guidance for: <ul style="list-style-type: none"> • Industrial Loan & Thrift Companies • Mortgage Originators & Servicers • Non-Depository Financial Institutions • Regulator Loan Companies • Consumer Credit Annual Report Extension Regulatory Guidance -3/30/20
Missouri Division of Finance	-
Mississippi Department of Banking and Consumer Finance	<ul style="list-style-type: none"> • Memo to CF Licensees • Memo for MTG Licensees • MLO Interim Guidance
Montana Division of Banking and Financial Institutions	<ul style="list-style-type: none"> • Coronavirus Resources • Supervisory Memorandum
North Carolina Commissioner of Banks Office	Operation Changes
North Dakota Department of Financial Institutions - Consumer Division	Preparation for COVID-19 - March 5
Nebraska Department of Banking and Finance	Mtg. Banker Guidance & Form
New Hampshire Banking Department	Licensees Impacts of COVID-19
New Jersey Department of Banking and Insurance	<ul style="list-style-type: none"> • Disruption Resulting From COVID-19 • COVID-19 Matters • No Action Position Regarding Temporarily Working from Home
New Mexico Financial Institutions Division	Mortgage Guidance
Nevada Division of Mortgage Lending	<ul style="list-style-type: none"> • Provisional Guidance for Mortgage Companies & Sponsored MLOs - Temporarily Working from Home • NV Mortgage Servicer COVID-19 Guidance 3-30-2020
New York State Department of Financial Services	Industry Letters

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Ohio Division of Financial Institutions, Consumer Finance	Mortgage Loan Originators and Installment Lenders Teleworking FAQ
Oklahoma Department of Consumer Credit Licensing	Interim Guidance Covid-19
Oklahoma Department of Banking	-
Oregon Division of Financial Regulation	Temporarily Working from Home
Pennsylvania Department of Banking and Securities	Information & Guidance For Non-Depository
Puerto Rico Bureau of Financial Institutions	COVID-19 Guidance
Rhode Island Department of Business Regulation	Interim Regulatory Guidance
South Carolina Consumer Finance Division of the Board of Financial Institutions	Interim Regulatory Guidance
South Carolina Department of Consumer Affairs	Interim Regulatory Guidance
South Carolina Attorney General	-
South Dakota Division of Banking	Interim Regulatory Guidance
Tennessee Department of Financial Institutions	Interim Guidance
Texas Department of Savings and Mortgage Lending	RE: Mortgage Entity Licensed Location Requirements and Branch Licensing
Texas Office of Consumer Credit Commissioner	Coronavirus Bulletins
Texas Department of Banking	-
Utah Division of Real Estate	-
Utah Department of Financial Institutions	Communication to Mortgage Companies
Virginia Bureau of Financial Institutions	<ul style="list-style-type: none"> • Order Regarding the State Corporation Commission's Revised Operating Procedures During COVID-19 Emergency • SCC makes Temporary Changes to Normal Business Operations During COVID-19 Health Emergency • Order Concerning Electronic Service of Commission Orders
Virgin Islands Office of Lieutenant Governor Division of Banking and Insurance	-
Vermont Department of Financial Regulation	COVID-19 Memorandum
Washington Department of Financial Institutions Division of Consumer Services	<ul style="list-style-type: none"> • Interim Regulatory Guidance for CONSUMER LOAN & MORTGAGE BROKER • Guidance to Regulated and Exempt Residential Mortgage Loan Servicers Regarding Support for Borrowers Impacted by COVID-19 • Real Estate and Mortgage Guidance - 3/27/20

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Agency Home Page	Guidance/Communication ⁵
Wisconsin Department of Financial Institutions	Guidance to Mortgage Bankers and Financial Services
West Virginia Division of Financial Institutions	Guidance - Mtg. Licensees
Wyoming Division of Banking	Statement on WY Banks

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