



# IDAHO

DEPARTMENT OF FINANCE

**BRAD LITTLE**  
Governor

**PATRICIA R. PERKINS**  
Director

DATE: March 26, 2020

TO: Idaho Mortgage Broker/Lender, Mortgage Loan Originators, Regulated Lender, Title Lender, Payday Lender and Collection Agency Licensees and Registrants

FROM: Anthony Polidori, Consumer Finance Bureau Chief

RE: Idaho Consumer Finance Bureau Update on Agency Operations and Communication Due to Developments Related to the Coronavirus/COVID-19

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The Idaho Department of Finance wants to make you aware of what steps the Department is taking to keep our staff and our stakeholders as safe as possible during the ongoing developments related to the coronavirus (COVID-19).

As of today:

- The offices of the Idaho Department of Finance remain open, but closed to the public for the next 21 days and most of the staff are teleworking from home.
- You may reach the staff of the Consumer Finance Bureau via their state email. All staff will be responding to email throughout the day every business day as we can, and in the order received, during this telework period. Relevant contact information is as follows:

Mortgage Companies: [mortgage@finance.idaho.gov](mailto:mortgage@finance.idaho.gov)

MLOs: [MLO@finance.idaho.gov](mailto:MLO@finance.idaho.gov)

Consumer Finance Lenders: [icc.mail@finance.idaho.gov](mailto:icc.mail@finance.idaho.gov)

Debt: [collections@finance.idaho.gov](mailto:collections@finance.idaho.gov)

- Licensing staff are continuing to process licensing/registration applications through the NMLS and the "paper" system. Delays in "paper" applications and follow-up may occur due to limited access. Companies may choose this time to transition their license records to the NMLS. Requests for supplemental information may be submitted via email.
- Field examiner staff are conducting streamlined, remote examinations using phone and email correspondence in lieu of traditional on-site examinations during this time.
- We are sensitive to the challenges that the crisis has created for our licensees and registrants. Please know that our staff will be responsive and reviewing needs for extensions and other appropriate forms of regulatory relief arising from service and

staff disruptions occasioned by COVID-19. Mortgage company MCR deadlines have been extended 60 days as follows:

<b>Name of Report</b>	<b>Current Report Due Date</b>	<b>Extended Report Due Date</b>
MCR Q1 2020	May 15, 2020	July 14, 2020
MCR Standard Financial Condition	90 days from end of the company's fiscal year	150 days from the end of the company's fiscal year

Financial Statement deadlines have been extended for 60 days as follows:

<b>Name</b>	<b>Current Due Date</b>	<b>Extended Due Date</b>
Financial Statement	90 days from end of the company's fiscal year	150 days from the end of the company's fiscal year

Deadlines for Regulated Lender, Payday Lender, and Title lender annual license renewals for those entities in the "paper" world, with license expiration dates of May 31, as well as annual reports for all consumer finance entities, will be reviewed for extensions as needed.

We are following all directives and guidance issued by Governor Brad Little and state health officials, related to COVID-19, including those related to travel and public gatherings. For this reason, Outreach presentations are being postponed and staff are abstaining from professional conferences and training programs, which are being canceled or postponed in large part due to social distancing efforts to reduce viral impact.

Please work directly with agency staff via email on matters requiring staff attention. The situation remains fluid and there may be a point in time when we will take additional steps to protect the health of both our employees and the public.

Important information on COVID-19 is available at the [Idaho Department of Finance Website](#), including any issued regulatory information and guidance. Additional regulatory information contacts related to COVID-19 for jurisdictions beyond Idaho can be found on the [NMLS Resource Center](#).