

From: **Andrea Staheli** <[astaheli@utah.gov](mailto:astaheli@utah.gov)>

Date: Thu, Mar 12, 2020 at 6:41 PM

Subject: IMPORTANT: Utah DFI – COVID-19 / Coronavirus Communications

To: Andrea Staheli <[astaheli@utah.gov](mailto:astaheli@utah.gov)>

Dear Mortgage Company Contact,

I am reaching out to communicate the Department of Financial Institutions' expectations of your company in light of the evolving Coronavirus pandemic.

If your company determines it is in the best interest of your employees or customers to temporarily reduce or suspend operations or reduce operating hours, please proceed. It is not necessary to obtain this Department's approval.

If you choose to take any action in this regard, please do the following:

- (1) Provide adequate notice to your customers.
- (2) Send an email to inform me of the action(s) taken.

Please consult with the appropriate federal regulator regarding their requirements.

Kind regards,

Andrea Staheli

Supervisor of Consumer Credit and Compliance

Utah Department of Financial Institutions

Phone: 801.538.8834