

## CLOSURE NOTIFICATIONS

In light of recent inquiries related to COVID-19, the Department would like to remind all Georgia state-chartered institutions of emergency closing notification procedures. **Georgia state-chartered financial institutions have the discretion to close business operations in the event of a natural disaster or other emergency, including situations where an emergency is imminent.** Georgia state-chartered financial institution offices directly affected by emergency situations may close under the conditions set forth in Department Rule 80-5-2-.02. All financial institutions are reminded that current regulations provide for management to exercise its own discretion, with notification to the Department, in closing any institution for one business day (renewal for successive days) upon its determination that the safety of customers, employees, or assets would be in jeopardy due to civil disorder, fire, acts of God, or similar circumstances which render the institution unable to conduct business in a safe and sound manner.

**In the event of main office and/or branch closures or an alteration of the normal delivery of banking services, notification should be provided to Deputy Commissioner for Supervision Melissa Sneed at [msneed@dbf.state.ga.us](mailto:msneed@dbf.state.ga.us). If email capabilities are not available, you can also call 770-986-1646. Any significant impacts that are affecting your ability to continue ongoing operations should also be communicated.**

## IMPLEMENTING PANDEMIC PLANNING

[Interagency Statement on Pandemic Planning](#) was recently updated with a reminder to financial institutions that internal business continuity plans should address the threat of a pandemic outbreak and its potential impact on the delivery of critical financial services. If possible, you should continue to maintain and service ATM facilities and other cash disbursement operations, as well as any other operations essential to social distancing preparedness for as long as possible. Under no circumstances; however, should the personal safety of your employees or customers be compromised to maintain operations.

The Department continues to stay engaged with numerous financial regulatory and health agencies through regular calls and email communication. We stand ready to assist Georgia state-chartered financial institutions in facilitating actions necessary to continue or alter delivery of financial services during this time. It is important that financial institutions also monitor guidance from the Centers for Disease Control and Prevention at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or the Georgia Department of Public Health at <https://dph.georgia.gov/novelcoronavirus> for health-related practices, directives, and recommendations.

## EMERGENCY COMMUNICATION SYSTEM

If your institutions' emergency contact information has recently changed, then please log on to the Emergency Communications System ("ECS") of the Federal Reserve Bank of St. Louis

("FRB St. Louis") to update your emergency contact information. Use of the ECS allows the Department to quickly establish a two-way communication channel with financial institutions, provide key updates, ascertain the operational status of an institution and provide ongoing updates throughout an emergency situation or crisis.

If you have any questions or concerns about logging into the ECS system, please contact ECS support at [ECS.Support@stls.frb.org](mailto:ECS.Support@stls.frb.org).