



**DEPARTMENT OF
FINANCIAL
INSTITUTIONS**

G. Edward Leary
Commissioner
Darryle P. Rude
Chief Examiner
R. Paul Allred
Deputy Commissioner

STATE OF UTAH

Gary R. Herbert
Governor
Spencer J. Cox
Lieutenant Governor

March 16, 2020

Communication expectations related to COVID-19 / Coronavirus

Dear Consumer Lender:

You are receiving this letter because your company has filed a Consumer Credit Notification with the Utah Department of Financial Institutions. I am reaching out to convey this Department's expectations for 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 consumer credit operations to Utah citizens or reduce operating hours in Utah, please proceed as you deem appropriate. It is not necessary to obtain this Department's approval.

If you choose to modify your lending operations in Utah, please do the following:

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

These expectations apply only to consumer credit activities under the jurisdiction of the Utah Department of Financial Institutions. Please consult with other appropriate state and federal regulators regarding their requirements.

Sincerely,

Andrea Staheli
Supervisor of Consumer Credit and Compliance
Utah Department of Financial Institutions

***If you have received similar instructions from Supervisor of Money Services Businesses Paul Cline, please communicate with Paul on this matter.** Although both Paul and I share oversight of certain companies, it is not necessary for such companies to communicate with both of us.