



The Department of Insurance and Financial Services is seeking information regarding responses to the COVID-19 pandemic from all Michigan consumer finance licensees and registrants. Please respond to DIFS-OCFInquiriesandInfo@michigan.gov (if clicking on link does not work, copy email address into your email program) no later than 5:00 pm on Friday, March 20, 2020 with a summary of all actions taken by your institution in direct response to the COVID-19 pandemic conditions, including but not limited to:

- Whether you have temporarily or permanently reduced any services provided in your office locations or by your business.
- Whether you have implemented a program to allow staff to work remotely.
- If you have implemented a program to allow staff to work remotely:
 - What percentage of your staff is working remotely?
 - What functions are performed by your remote staff (*eg.*, loan officer, processor, administrative support, management, etc.)?
 - What measures have you employed to ensure the security of data and consumer information held offsite and/or transmitted to or from an offsite location?
- Whether and in what way you have communicated with your customers to provide them with information regarding any changes you have implemented in response to the pandemic and how those changes may affect them.
- Whether you have proactively reached out to your customers to provide them with information concerning what they should do if they are having trouble making their loan payment.
 - If so, what communication methods have you used to reach out to your customers?