

DIVISION OF FINANCE

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STATE OF MISSOURI

MEMORANDUM

TO: Missouri State-Chartered Banks
FROM: Mick Campbell, Deputy Commissioner *mc*
DATE: March 17, 2020

COVID-19 Response: Changes in Facility Operations

To clarify the guidance provided in Commissioner Barrett's March 16th memo regarding changes to schedules and services offered at banking facilities in response to the COVID-19 virus, the following should be relied upon in making these determinations and providing proper notification to the Division of Finance:

- **Lobby Closures or Changes in Lobby Hours**

If you are altering your lobby access only and continuing to provide services via drive-thru or ATMs/PTMs; then no notification to, or approval from, the Division of Finance is required.

- **Facility Closure**

If a situation would require you to consider closing an entire facility (lobby and drive-thru) for more than 24 hours, you should ensure that the community served by the facility continues to have reasonable access to your banking services. If a closure beyond 24 hours is deemed necessary, you must submit notice to the Division of Finance via email (finance@dof.mo.gov). The notice must include location of alternate banking services. If authorization to remain closed is granted, an acknowledgement will be provided.