

FLORIDA OFFICE OF
FINANCIAL  REGULATION

www.flofr.com

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Dear Consumer Finance Industries:

The Florida Office of Financial Regulation (OFR) is providing this information as a reminder regarding precautions and options related to the operation of the various financial services industries being impacted by the novel coronavirus disease 2019 (COVID-19). Governor Ron DeSantis has declared a state of emergency and directed state agencies to use all resources necessary to contain and respond to the outbreak.

Mortgage Loan Originators

State licensed mortgage companies may wish to take precautions to further avoid the risk of exposure by having employees work at home. This includes mortgage loan originators, who are otherwise required to only work under the supervision of licensed locations. This interim guidance expresses the OFR's position that licensed mortgage loan originators may work from home even if the home is not a licensed branch so long as they do not conduct business in a manner requiring their home to be licensed as a branch office (See s. 494.001(3), F.S.). However, mortgage companies must take steps to ensure the safety and security of all books and records as required by state and federal laws.

Other Consumer Finance Industries

Should the executive officers of other financial services providers licensed through the OFR Division of Consumer Finance determine that circumstances support employees working from home, the licensee should review relevant statutes and rules found on the OFR's website at <https://flofr.com/sitePages/DivisionOfConsumerFinance.htm> to ensure the employee's home does not require licensure.

We strongly encourage financial services industries to take thoughtful steps and work with their customers that may be adversely affected by COVID-19. OFR supports efforts to accommodate customers in a safe and sound manner. We understand the goal is to minimize disruption to customers, and provide alternative service options when practical, and return offices and branches to normal operation status when executive officers have determined it is safe to do so.

For the most up-to-date information on COVID-19, you can visit the Florida Department of Health's (DOH) COVID-19 website or the Center for Disease Control's (CDC) COVID-19 website.

- [FDOH's COVID-19 website](#)
- [CDC's COVID-19 website](#)

We greatly appreciate your attention to this information. Should you have any questions or if we can be of assistance, please do not hesitate to contact us at (850) 410-9895.

Sincerely,



Russell C. Weigel, III
Commissioner