



Illinois Department of Financial and Professional Regulation

Division of Financial Institutions

JB Pritzker
Governor

Deborah Hagan
Secretary

FRANCISCO MENCHACA
Director
Division of Financial Institutions

Office Closures

For any licensee licensed under the Consumer Installment Loan Act, Payday Loan Reform Act, and Sales Finance Agency Act considering closing its office(s) because of the Coronavirus Disease 2019 (COVID-19), the Department of Financial & Professional Regulation is issuing the following guidance:

- In addition to any methods otherwise permitted under law, a licensee may close its office(s) without notice and approval of the Department if all the following conditions are met:
 - The licensee provides notice to the Department no later than twenty-four (24) hours after closure.
 - The licensee provides reasonable methods for consumers to make payments while its office(s) are closed.
 - The licensee provides reasonable methods for receiving and responding to consumer inquiries while its office(s) are closed.
 - If any payment(s) shall be due on any obligations to a licensee on any closed day, then the payment shall be considered, for all purposes including the computation of interest or charges, as having been received on the closed day, if the payment is received, whether through the mail or otherwise, at any time before the close of business on the 30th calendar day following the closed day.
 - The licensee provides notice to the Department at least one business day prior to reopening its office(s).

Written and Signed By:

\s\ David Berland

David Berland

Deputy General Counsel, Chief Counsel of the Division of Financial Institutions

Approved by:

\s\ Francisco Menchaca

Francisco Menchaca

Director, Division of Financial Institutions

Revised Date: April 6, 2020