



For Immediate Release
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Temporary office closures and financial institutions' requirements for customer notification

GARDINER – the Maine Bureau of Financial Institutions (Bureau) recognizes the potential for the Coronavirus Disease (referred to as COVID-19) to adversely affect the customers and operations of financial institutions. The Bureau encourages financial institutions to take steps to meet the financial services needs of affected customers and communities.

The Bureau understands that financial institutions may need to temporarily close a facility due to staffing challenges or to take precautionary measures. The Bureau encourages financial institutions to reduce disruptions to their customers, provide alternative service options when practical, and reopen affected facilities when it is safe to do so. Under 9-B M.R.S. § 145, a financial institution may temporarily close its branch and office locations for cause, provided that a conspicuous notice of the closing is posted at all points of public access to the closed offices.

Financial institutions are encouraged to notify the Bureau of temporary closure of a financial institution's facilities and the availability of any alternative service options as soon as practical.