



25 March 2020

NOTICE

RE: CIMA Moves to Complete Mandatory Remote Work

Following instructions received from the Cayman Islands Government on 24 March 2020 regarding the ongoing threat of the Coronavirus ("COVID - 19"), the Cayman Islands Monetary Authority ("CIMA") has enforced a mandatory remote work approach for all staff effective 25 March 2020 until further notice. In line with our business continuity measures, secure and fully tested virtual and operational platforms have been put in place to allow staff to access the usual work systems as they would on a typical day. As of 25 March 2020, access to staff should be done via email or available audio and video conferencing such as Zoom or Skype. Each division can also be reached [here](#) via our online contact form. Staff will no longer be directly accessible via telephone.

As a result of these new measures, our reception services will also be closed from 25 March 2020 until further notice.

Please note that physical documents will not be accepted during this time. Documents requiring proof of delivery such as financial statement filings, submission of new licensee applications, legal documents, etc, should be submitted to the respective divisions via email or the use of our Regulatory Enhanced Electronic Forms Submission (REEFS) portal, if applicable. Industry participants should also be advised that CIMA will accept affidavits or other documents that have been notarised/certified via the DocuSign process or utilising audio-video technology. For any related licensee fee payments, businesses are encouraged to utilise the available Escrow or [wire transfer](#) services. All other persons are advised to retain any non-urgent physical documents until we resume normal business hours.

CIMA stands committed to ensuring the stability of the financial services industry while safeguarding the health and safety of its staff. We remain confident that there will be minimal disruptions to the services provided to our licensees and industry stakeholders.

We will continue to monitor the COVID-19 situation and reevaluate our response accordingly following directives received from the Cayman Islands Government. For future updates, visit www.cima.ky.

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