



20 March 2020

NOTICE

RE: CIMA Remains Operational

Amid the ongoing threat of the Coronavirus ("COVID-19") pandemic, the Cayman Islands Monetary Authority ("the Authority") continues to operate with minimal disruptions. In accordance with recommendations from the Cayman Islands Government including local and international health authorities, the Authority has instituted extra precautionary measures to safeguard our staff while ensuring continuity of our regulatory financial services functions.

Remote Access

We are rapidly increasing the availability of remote access for staff along with the use of other online-based products. We have also implemented provisions for key staff to work remotely through a secure platform.

Access to the Authority's staff should be primarily done through email. Contact details for each division can be found [here](#).

Virtual Meetings with External Parties

The Authority is seeking to restrict face-to-face contact with external parties and will instead utilise available audio and video conferencing for meetings.

Online Platforms

All online platforms, including REEFS is fully operational.

Office Visits

To minimise risk, persons are kindly asked to take advantage of services that do not require a visit to CIMA offices. Our main reception services at SIX, Cricket Square will remain open; however, persons are asked to consider retaining non-urgent physical documents. Otherwise, required visitors to the office must observe the [Visitor Guidelines](#) placed on our entry doors. Documents will not be accepted outside of the new reduced hours indicated below.

The general public is also reminded that our currency sales counter located at the Government Administration Building is closed until further notice.

Office Hours

Effective 19 March 2020, our offices will also close at 2:00 pm every Tuesday and Thursday to conduct additional preventative sanitation. We will maintain regular hours (8:30 am – 5:00 pm) during the remaining weekdays.

In reference to our earlier notice, we have also closed offices today Friday, 20 March 2020 **as part of our business continuity plan**. Staff are working remotely to handle pressing matters. As previously mentioned, any urgent queries should be directed to the respective divisions via email during this time.

The Authority understands the gravity of this pandemic and is fully committed to support our staff, licensees, stakeholders and all others in the best and safest way possible. We will continue to share important updates on our website at www.cima.ky.

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