



State of Vermont
Department of Financial Regulation
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For consumer assistance:
[Banking] 888-568-4547
[Insurance] 800-964-1784
[Securities] 877-550-3907
www.dfr.vermont.gov

Good Afternoon,

I hope everyone is well during these uncertain times. One thing I am certain of – by working together and keeping the collective good of Vermont at the forefront of our minds – we will emerge from this current crisis stronger and more resilient.

As of Friday, the vast majority of our department staff was directed to work remotely from home. A small contingent of employees will be in the office to ensure specific essential functions continue to occur, such as coordinating our COVID-19 response, receiving the mail, and processing checks. We expect this schedule to remain in effect until March 31, 2020, but it could be revised based on guidance from the Governor.

Although we are still open for business, the remote nature of our work may cause some temporary disruptions in DFR services. For faster service, please consider sending any applications, payments, or other paperwork electronically. Note, the processing of applications and checks may also be delayed. We encourage all of our partners to use email as the primary form of communication.

We are also suspending all in-person meetings through the end of March, both internal and external. These meetings may be rescheduled as virtual meetings or postponed until a later date.

Please contact the corresponding division for more information or questions about any upcoming deadlines or filings:

Admin, Legal, and Public Information: 802-828-3301 or dfr.pubinfo@vermont.gov
Banking: 802-828-3307 or dfr.bnkconsumer@vermont.gov
Captives: 802-828-3304 or dfr.captiveinfo@vermont.gov
Insurance: 802-828-3302 or dfr.insuranceinfo@vermont.gov
Securities: 802-828-3420 or dfr.securitiesinfo@vermont.gov

Please monitor <https://dfr.vermont.gov/covid-19> for additional updates from DFR.

We will respond to your email or phone call as soon as possible. Thank you for your patience during this time and please feel free to reach out to me if the need arises.

Michael Pieciak
Commissioner

