

New Hampshire Coronavirus Tracker: Special Edition Reopening Branches and Other Financial Institution Offices – 6.1.20

The New Hampshire Banking Department has posted guidance on the reopening of branches or other financial institution offices previously closed due to the coronavirus pandemic. The Department previously provided guidance on Branch Closings and FAQs which stated that if a credit union must close a branch for more than 48 hours due to the pandemic, notice in the form of a letter or email should be sent to the Department. The FAQs identified the need to notify the Department when an office reopens. **This new guidance applies only and specifically to those offices and/or branches that were temporarily closed during the pandemic.** A summary of the guidance follows.

Reopening Offices:

- Credit unions planning to reopen branch offices or other offices should provide notice to the Department in the form of a letter or email to NHBD@banking.nh.gov, and the Department will confirm receipt. If the Department has any questions or concerns about the planned reopening, it will contact the institution.
- Credit unions must ensure that members are aware of any planned reopening.
- Necessary precautions should be observed for the safety of the institution's staff and members. For guidance on such necessary precautions, refer to Governor Sununu's Executive Order #40 [HERE](#) and the Universal Business Guidelines attached to the Order as Exhibit B [HERE](#).

Frequently Asked Questions:

Q: Where can I find an office reopening notice form?

A: No special form is required. Simply send an email to NHBD@banking.nh.gov identifying the principal office and/or branch office being reopened, the date of planned reopening, what hours are expected, and the office street address. You may also send a written notification, if you wish, to NH Banking Department, 53 Regional Drive, Suite 200, Concord, NH 03301.

Q: Should I include any additional information?

A: Yes,. Please inform the Department who to contact if they have questions or concerns.

Q: Will I receive a reply?

A: Yes. The Department will send you a reply acknowledging receipt. If the Department has questions or concerns, they will follow up later, but you may reopen the office once you have notified the Department.

Q: Does the guidance apply to branch office establishment/acquisition or relocations?

A: This guidance applies only to the reopening of those offices that were temporarily closed due to the pandemic. It does not apply in any other circumstances.

Questions should be directed to NHBD@banking.nh.gov.

The full guidance is available [HERE](#).