



Illinois Department of Financial and Professional Regulation

Division of Financial Institutions

JB PRITZKER
Governor

DEBORAH HAGAN
Secretary

FRANCISCO MENCHACA
Director
Division of Financial Institutions

March 30, 2020

Currency Exchange and Money Transmitter Licensee Notice

Effective immediately, all examiners and office personnel will be working remotely. All employees have access to their email and voicemail and will help answer any questions during normal working hours. If you need to speak with an examiner or anyone from the Department's Currency Exchange and Money Transmitter Section, please leave a voicemail and your phone call will be returned as soon as possible.

If an examination was in process, or was scheduled to begin shortly, your examiner will be in contact.

As you consider putting plans in place to deal with the challenges posed by the coronavirus, the Department is issuing this notice to provide information for currency exchange and money transmitter licensees.

The Department appreciates advance notice of any changes to your usual business practices. The Department expects all licensees to act responsibly and proactively to address any consumer harm that may arise.

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