



CENTRAL BANK OF TRINIDAD & TOBAGO

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April 1, 2020

**CIRCULAR LETTER TO FINANCIAL INSTITUTIONS:
LICENSED UNDER THE FINANCIAL INSTITUTIONS ACT, 2008
REGISTERED UNDER THE INSURANCE ACT CHAP 84:01
BUREAUX DE CHANGE
PAYMENT SYSTEM PROVIDERS & PAYMENT SYSTEM OPERATORS
HOME MORTGAGE BANK; TRINIDAD AND TOBAGO MORTGAGE FINANCE
AGRICULTURAL DEVELOPMENT BANK**

REF: CB-OIFI-764/2020

ELECTRONIC SUBMISSION OF CORRESPONDENCE TO THE FINANCIAL INSTITUTIONS SUPERVISION DEPARTMENT DUE TO COVID-19 MEASURES

The Financial Institutions Supervision Department (“FISD”) of the Central Bank of Trinidad and Tobago (“Central Bank”/ “Bank”) advises that to ensure the continued health and safety of its staff in light of COVID – 19, it has implemented a remote work policy with limited ‘in office’ presence from March 30, 2020 until further notice.

Accordingly, the Bank advises of the following: -

1. *No face to face meetings will be held with external parties.* The Central Bank will instead utilise available audio and video conferencing facilities for meetings.
2. *All correspondence, documents and regulatory returns should be submitted electronically as follows :-*
 - Soft copies of regulatory returns should continue to be submitted via regular channels.
 - Soft copies of correspondence (such as applications for approvals, encashments, queries and other requests) should be submitted to:-
 - Inspector of Financial Institutions - Patrick Solomon at psolomon@central-bank.org.tt; AND
 - Deputy Inspector - Banks, Non-Banks & Payment Systems Oversight - Michelle Francis-Pantor at mpantor@central-bank.org.tt; AND
 - The respective Manager to whom the query or request relates as follows:
 - **Banks and Non-Banks:** Kendall Cuffy – Manager, Banks and Non-Banks Supervision – kcuffy@central-bank.org.tt.

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- **Insurance:** Natalie Roopchandsingh – Manager, Insurance Supervision - nroopchandsingh@central-bank.org.tt.
 - **Pensions and Insurance Intermediaries:** Naveen Lalla – Manager, Pensions and Intermediaries Supervision – nlalla@central-bank.org.tt.
 - **Bureaux de Change; AML:** Nadira Rahamatula – Manager, AML Supervision – aml@central-bank.org.tt.
 - **Payment Systems:** Leslie Ann Des Vignes – Assistant Manager, Payments System Oversight Division at ldesvignes@central-bank.org.tt.
- Hard copies of documents should be submitted to the Central Bank as soon as it is practical to do so.

Where fees (such as application, annual or renewal) are required to be paid in respect of certain matters and activities under relevant legislation, entities are encouraged as far as possible to utilise the available ACH and RTGS services to submit their payments to the Central Bank. Evidence of payment is required to be included with each application or other correspondence to which the payment relates.

Further, it should be noted that during this period, correspondence from the Central Bank will also be issued electronically until such time as the situation normalizes.

The Central Bank is cognisant that it performs a key role in the financial system and is taking the steps necessary to minimize disruptions to the services provided to our regulated financial entities, whilst at the same time ensuring the safety of its staff.

The Bank will continue to monitor COVID-19 developments and adjust our communication from time to time as necessary to deal with the situation.

We thank you in advance for your cooperation and understanding.

Please be guided accordingly.

Yours sincerely



Patrick Solomon
INSPECTOR OF FINANCIAL INSTITUTIONS