



KIM REYNOLDS
GOVERNOR
ADAM GREGG
LT. GOVERNOR

JEFF PLAGGE
SUPERINTENDENT

March 16, 2020

To the Presidents and/or CEOs and Day With the Superintendent Registrants Addressed:

Please be advised that the Iowa Division of Banking (IDOB) has decided to cancel the upcoming Day With the Superintendent set for Thursday, April 9, due to the increasing concern and impact of the Coronavirus/COVID-19 outbreak. It will not be rescheduled for 2020.

Anyone that has already registered for the Day With the Superintendent will receive a full refund of their registration fee. If you paid via credit card, the credit card you used will be credited. If you paid by check, CSBS will be sending you a check for the registration fee. Be sure to cancel your hotel reservation as well.

We know this is a challenging time for banks and their employees, customers, and communities. At the IDOB, we are committed to working closely with the industry and the banks we serve in order to keep banking services available at the highest levels possible. Fortunately, internet and mobile banking options along with ATMs and ITMs really help customers access many of their banking products and services 24 hours a day, seven days a week.

While the Coronavirus/COVID-19 outbreak is rapidly changing from a public health perspective, we are committed to keeping you informed regarding IDOB events, programs, and exams. If you are currently in the middle of an exam or have an upcoming IDOB exam, your Examiner-in-Charge has already or will soon contact you to talk about the exam. Feel free to contact them or your Bank Analyst.

For social distancing purposes and for the safety of your employees and our employees, we will only be conducting off-site exam work for the next four weeks. We also understand that you will have staffing challenges of your own during this pandemic event. We will work closely with you on the exam process to help relieve that staffing pressure as much as possible. During this four-week period, we will continue to assess the situation and update banks as we make new decisions.

For now, we will continue to staff the IDOB office at a very reduced level. However, our employees will still be available by phone and email. If you have any questions, comments, or concerns, please contact me directly at 515-242-0350; your Bank Analyst at 515-281-4014; or Administrative Secretary Christy Bills at 515-242-0315.

Sincerely,

A handwritten signature in black ink that reads "Jeff Plagge".

Jeff Plagge
Superintendent