



## **Industry Circular No. 16 of 2020**

### **BVI FSC Business Continuity Update: Operations**

The BVI Financial Services Commission ("the Commission") continues to issue notices regarding business operations and available services. The most recent curfew order imposed by the Government of the Virgin Islands restricts regular business hours, and the Commission's operations in BVI and Hong Kong reflect compliance with these and other measures to assist with reducing the transmission rate of the COVID-19 virus.

#### **BVI Offices**

Our physical offices in the British Virgin Islands remain closed to the public.

In-office processing of transactions resumes on Wednesday 29 April (ROCA searches, certifications, etc.).

Certificate collection and deposit drop off details below.

#### **HK Office**

Our Asia Representative Office in Hong Kong is open with reduced hours from 10:00 a.m. – 4:00 p.m. with usual services available.

### **Registered Agents should note the following:**

#### **Hard-copy Certificate Collection**

The usual collection of hard copies of certificates continues by appointment only; please contact us on 284-541-3443 on Tuesday 28, April 2020, from 9:00 a.m. to 3:00 p.m. As usual, agents are reminded to adhere to our [Contactless Certificate Collection Guidelines](#).

Pick-up dates	Pick-up time
Wednesday, 29 April 2020	9:30 a.m. – 11:30 a.m.
Thursday, 30 April 2020	9:30 a.m. – 11:30 a.m.
Friday, 01 May 2020	9:30 a.m. – 11:30 a.m.

### **Special Certificates and Certifications**

Please note that requests for certifications and special certificates can now be processed through our VIRRGIN system in the BVI for collection at the Registry of Corporate Affairs.

### **Replenishing of Deposit Accounts**

Acceptance of cheque payments for deposit accounts will continue only via the temporary drop-box facility at the Commission's Administration building (18 Pasa Estate Road). Cheques will be processed on the same day they are received. See [instructions](#) for making cheque payments through our Drop-Box Facility.

Please connect with our teams using your usual [division group contacts](#) for any questions or queries about our services and our remote working arrangements.

Continue to check the Commission's website for updates on our business operations and monitor emails from FSC Corporate Communications for the most up to date information.