



Industry Circular No. 7 of 2020

Changes to Hours of Operation at BVI Financial Services Commission in Response to Covid-19 Global Pandemic

The BVI Financial Services Commission is continuing to operate its business continuity programme in response to the novel coronavirus (Covid-19) global pandemic.

At this time, we are implementing remote work measures that would allow us to continue to meet our regulatory obligations to the financial services industry while prioritising the health and well-being of our employees.

Our hours of operation from our physical offices in the BVI and our Asia Representative Office in Hong Kong have changed.

The opening hours of our physical offices to the public as of Tuesday 24 March 2020 are as follows until further notice:

Office Hours	
BVI Office	Open to public: 9 a.m. – 1 p.m. Remotely: 8:30 a.m. - 4:30 p.m. daily
HK Office	Closed to the public

Our employees will continue to work remotely and will be able to respond to emails during this period.

While our premises will be open daily for a limited period, face to face meetings and in-person visits remain suspended. We will continue to receive deliveries, documents and accept service in the usual manner during our dedicated public hours.

Please get in touch with your usual points of contact via email.

Email addresses for each division appear below:

Contact	Email
Banking and Fiduciary	BankingandFiduciary@bvifsc.vg
Compliance Inspection Unit	CIU@bvifsc.vg
Corporate Communications	Corpcomm@bvifsc.vg
Enforcement	Enforcement@bvifsc.vg
FSC Support	support@bvifsc.vg
HK Office	hkoffice@bvifsc.vg
Insurance	Insurance@bvifsc.vg
International Searches	InternationalSearches3@bvifsc.vg
Investment Business	InvestmentBusiness@bvifsc.vg
Legal	fsclegal@bvifsc.vg
Policy Research and Statistics	prs@bvifsc.vg
Premium Services	premiumservices@bvifsc.vg
Registrars of Corporate Affairs	CRegistrars@bvifsc.vg
Searches	searches@bvifsc.vg
Trade Marks	trademarks@bvifsc.vg

We ask for your continued patience as we take these necessary steps to safeguard the health and well-being of our employees at this time.

We anticipate that response times to queries and the processing time of some transactions may be minimally affected during this period.

Please continue to monitor our FSC Website, www.bvifsc.vg for updates to our business hours in response to Covid-19 or any other changes to our operations, and the obligations of our licensees at this time.