

March 27, 2020

BCFSA's Response to the COVID-19 Pandemic

In light of the COVID-19 pandemic, BCFSA has taken several steps to help ensure the continued safety of our employees and members of the public while continuing to deliver against our mandate.

BCFSA has activated its Business Continuity Plan (BCP) until further notice with all employees working remotely.

Reception at BCFSA's Vancouver offices has been closed until further notice. Documents sent through regular mail should be sent electronically. For items that have been traditionally provided by registered mail, please reach out to your BCFSA business contact to arrange secure electronic delivery.

All regulated entities and sectors are now required to make fee payments electronically. Mortgage brokers will continue to make fee payments through the mortgage broker e-filing system. All other fee payments to BCFSA should be made via electronic funds or wire transfers; instructions are available from your BCFSA business contact.

If you have questions, please contact your relationship manager or business contact via their BCFSA email address or phone number. We can also be reached at (604) 660-3555 and the following email addresses:

Pensions:	Pensions@bcfsa.ca
Mortgage Brokers:	MortgageBrokers@bcfsa.ca
Insurance:	Insurance@bcfsa.ca
Credit Unions & Trust Companies:	CUandTrusts@bcfsa.ca
Statutory Approvals:	StatApprovals@bcfsa.ca
Credit Union Deposit Insurance:	DepositInsurance@bcfsa.ca
General Inquiries:	BCFSA@bcfsa.ca