

**TO:** All Licensees of the Pennsylvania Insurance Department

**SUBJECT:** COVID-19 Guidance for Licensees as Counties Move to Green Phase

**NOTICE: 2020-16**

In order to stop the spread of COVID-19 in the Commonwealth, the Pennsylvania Insurance Department (“Department”) is issuing this Notice to all licensees of this Department to provide guidance about in-person operations and sales for insurance licensees in counties moving to the green phase of reopening in the Commonwealth.

Telework and remote operations are strongly encouraged in counties that have been designated to move to the green phase, however, in instances where that is not feasible, insurance licensees will be permitted to conduct in-person operations, including in-person sales, with restrictions to protect licensees and their employees and consumers. Licensees are advised that in-person business should be conducted by appointment only, wherever possible, when operating in the green phase. Walk-in business is permissible to the extent that the insurance business has enacted mitigation procedures designed to protect employees and the public.

Licensees must adhere to the updated guidance, building safety and business safety orders issued by Governor Tom Wolf that details procedures businesses must follow to conduct in-person operations in counties slated to move to the green phase of reopening. More information on operating in the green phase is available here (<https://www.governor.pa.gov/process-to-reopen-pennsylvania/>). Licensees must also adhere to guidance issued by the CDC available here (<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>).

Visit [www.pa.gov](http://www.pa.gov) for complete information and an up to date list of counties moving to the green phase.