



State of New Hampshire Banking Department

53 Regional Drive, Suite 200
Concord, New Hampshire 03301

Telephone: (603) 271-3561
FAX: (603) 271-1090 or (603) 271-0750

Reopening Branches and Other Financial Institution Offices Previously Closed Due to the COVID-19 Pandemic

On March 16, 2020, the New Hampshire Banking Department issued Updated Guidance on Branch Closings and FAQs related to COVID-19. Under that guidance, if a bank or credit union must close a branch for more than 48 hours due to the COVID-19 pandemic, notice in the form of a letter or email should be sent to the Department and the Department will confirm receipt. The Frequently Asked Questions section of the Department's guidance identified the need to notify the Department when an office reopens.

The Department is now providing guidance concerning the reopening of branches or other financial institution offices that were closed due to the COVID-19 pandemic.

Please direct any communications to NHBD@banking.nh.gov

Reopening Offices

- Banks or credit unions planning to reopen branch offices or other offices should provide notice to the Department in the form of a letter or email to NHBD@banking.nh.gov, and the Department will confirm receipt. If the Department has any questions or concerns about the planned reopening, it will contact the institution.
- Banks or credit unions must ensure that customers and members are aware of any planned reopening.
- Necessary precautions should be observed for the safety of the institution's staff and customers or members. For guidance on such necessary precautions, please refer to Governor Sununu's Emergency Order #40 and the Universal Business Guidelines attached to the Emergency Order as Exhibit B.

Frequently Asked Questions (FAQs)

Q: Where can I find an office reopening notice form?

A: No special form is required. Simply send an email to NHBD@banking.nh.gov identifying the principal office and/or branch office being reopened, the date of planned reopening, what hours are expected, and the office street address. You may also send a written notification, if you wish, to:

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Q: Should I include any additional information?

A: Yes. Please inform us who to contact if we have questions or concerns.

Q: Will I receive a reply?

A: Yes. The Department will send you a reply acknowledging receipt. If we have any questions or concerns we will follow-up later, but you may reopen the office once you have notified us.



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Q: Does the guidance apply to branch office establishment/acquisition or relocations?

A: This guidance applies only to the reopening of those offices that were temporarily closed due to the COVID-19 pandemic. It does not apply in any other circumstances.

If you have an other questions, please email them to NHBD@banking.nh.gov