



BUSINESS CONTINUITY MEASURES DURING THE CORONA VIRUS (COVID-19) LOCKDOWN

Following the extension of the lockdown which has been recently announced by the Honourable Prime Minister of Eswatini the Financial Services Regulatory Authority (the FSRA) wishes to notify its stakeholders and members of the general public that the measures which were implemented as of the 27th March 2020 shall continue until further notice.

- 1. Business operations:** business operations are maintained with staff members working from home for the duration of the lockdown.
- 2. Going digital:** Any form of documents from licensed financial services providers including but not limited to; licensing documents, quarterly returns, renewal documents, audited financial statements and letters should be submitted via the Banking Supervision Application platform otherwise known as BSA.
- 3. FSRA is available:** enquiries and follow ups will still be handled by FSRA staff who are remotely accessible through their direct email or alternatively calling the following numbers: **7602 6394** / WhatsApp **7658 0214** / Email info@fsra.co.sz. FSRA will endeavor to maintain quality and timely service at all time.
- 4. Conducting meetings:** The use of virtual meeting tools e.g. Skype, Microsoft Office Teams, zoom meetings is encouraged and should be arranged prior with the FSRA.

Until otherwise advised, stakeholders and members of the general public are requested to continue adhering to the above and follow sanitary guidelines as guided by the Ministry of Health.

ACTING CHIEF EXECUTIVE OFFICER