



## PUBLIC NOTICE ON COVID-19

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Following the declaration made by His Excellency the Honourable Prime Minister of Eswatini on the lockdown, the Financial Services Regulatory Authority (the FSRA) will be implementing additional measures to ensure the safety of our stakeholders and members of the general public to the coronavirus, COVID-19 pandemic.

Stakeholders and members of the general public are therefore guided and informed that as of the 27<sup>th</sup> March 2020;

- 1. Business operation:** the FSRA has a contingency plan and guideline in place to protect our stakeholders and members of the general public whilst ensuring that business operation is maintained. Staff members will be working from home for the duration of the lockdown.
- 2. Go digital:** Any form of documents from licensed financial services providers including but not limited to; licensing documents, quarterly returns, renewal documents, audited financial statements, letters should be submitted via the Banking Supervision Application platform otherwise known as BSA.
- 3. We are available:** Your enquiries and follow ups will still be handled by FSRA staff who will be online or remotely through their direct email or alternatively use the following contact details; contact number **7602 6394** / WhatsApp **7658 0214** / Email [info@fsra.co.sz](mailto:info@fsra.co.sz). FSRA will endeavor to maintain our quality and timely service.
- 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 adhere to the above and follow sanitary guidelines as guided by the Ministry of Health.**

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**ACTING CHIEF EXECUTIVE OFFICER**