



# Update on Department of Insurance, Securities and Banking (DISB) Operating Status during Coronavirus (COVID-19) Emergency

## What is our operating status?

DISB is operational. However, we have made changes to how service is being provided. DISB personnel are operating via full telework for the duration of the public health emergency. Normal operations will resume at the conclusion of the emergency.

## How does this impact what we do?

- Foreclosure Prevention and Mediation – No changes. Call the District's Foreclosure Prevention Hotline – 202-265-CALL (2255) or 1-855-449-CALL (2255) for assistance on accessing resources. For information on the Foreclosure Mediation Program, follow this [link](#) or email [DISB.mediation@dc.gov](mailto:DISB.mediation@dc.gov).
- Financially Fit DC – no changes. Learn more at [welcome.financiallyfitdc.com](http://welcome.financiallyfitdc.com).
- Bank on DC – no changes. Learn more at [bankondc.org](http://bankondc.org).
- Consumer Complaints – modified service. Individuals who would like to file complaints or resolve other matters may do so via the website, [disb.communications@dc.gov](mailto:disb.communications@dc.gov) or 202-727-8000. Please do not mail supporting documents; attach them to your online complaint, submit them via email, or fax to 202-354-1085 to the investigator assigned to your complaint.
- Student Loan Concerns – modified service. Contact the Student Loan Ombudsman at [disb.complaints@dc.gov](mailto:disb.complaints@dc.gov).
- Small Business Loans – modified service. Contact Brian Williams at [brianp.williams@dc.gov](mailto:brianp.williams@dc.gov).

## How does this impact our physical locations?

- DISB remains open, virtually, during normal business hours, Monday through Friday, 8:15 am to 4:45 pm on DISB's main line, 202-727-8000. You will be answered "live" from 8:15 am – 4:45 pm. The calls will be transferred, and the appropriate manager will be notified by email to return the call.

## What else are we offering to meet your needs?

- Access helpful tips for avoiding scams, getting the right kind of insurance for your health or your business, questionable investment practices, consumer credit service organizations, money lenders (in person and online), mortgage lenders/brokers, and student loan services at [disb.dc.gov](http://disb.dc.gov).

## What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

All DISB employees are currently observing a telework policy implemented by Mayor Bowser. Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands and reducing close contact with residents. Employees have been asked to let their supervisor know immediately if they feel sick.

## Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-727-8000 or [disb.communications@dc.gov](mailto:disb.communications@dc.gov). Follow us on Twitter @DCDISB. For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).