March 10 • Required regulated financial institutions to describe plans of preparedness to **manage the risk of disruption** to operations and financial risk arising from COVID-19.

March 17 • Staffed DFS call center to provide the **highest level of consumer assistance** and information during the pandemic.

March 20 • Helped hospitals shift resources to treat COVID-19 patients by directing New York-regulated-health insurers to process outstanding hospital claims immediately and to suspend pre-authorization requirements for all services performed.

March 25 • **Co-led the NYS technology SWAT team** to quickly secure pro bono partnerships with tech companies to facilitate accelerated solutions to acute problems brought on by COVID-19.

April 16 • Worked with New York health insurers to identify nurses and doctors who could assist during the crisis.

April 22 • Directed health insurance plans to provide financial and administrative relief to New York hospitals to decrease financial stress during the pandemic.

May 21 • **Alerted New Yorkers and regulated financial institutions to the emergence of scams** related to COVID-19.

June 9 • Launched **DFS FastForward** to accelerate efforts to support financial services innovators launching consumer-supporting products to help New York’s economy recover.
March 20 • **SHUT DOWN FIRMS USING DECEPTIVE MARKETING PRACTICES** to mislead consumers into believing that they qualify for federal financial relief.

March 24 • Required New York-regulated banks to **WAIVE ATM, OVERDRAFT AND CREDIT CARD LATE PAYMENT FEES** for 90 days.

April 11 • Urged the federal government to **PROTECT FEDERAL RELIEF PAYMENTS FROM GARNISHMENT** by debt collectors.

March 24 • Required New York-regulated banks and mortgage servicers to grant a **90-DAY FORBEARANCE TO NEW YORK RESIDENTS** with New York State mortgages demonstrating financial hardship caused by COVID-19.

April 7 • Reached agreement with 90% of the private-student loan servicer market in New York State to provide 90-day deferral and other **RELIEF FOR 300,000 NEW YORK STUDENT BORROWERS NOT COVERED BY THE FEDERAL CARES ACT.**

**“FROM DAY ONE, DFS WAS THERE TO HELP NEW YORKERS NAVIGATE THIS PANDEMIC.** **SUPERINTENDENT LINDA A. LACEWELL”**
March 15 • Required New York health insurers to waive co-payments and other charges associated with testing for COVID-19 including emergency room, urgent care and office visits.

March 16 • ENABLED MORE THAN 5,000 UNINSURED NEW YORKERS TO APPLY FOR HEALTH INSURANCE during the Special Enrollment Period.

March 17 • Directed health insurance companies to waive co-payments and other charges for telehealth services (whether related to COVID-19 or not).

March 20 • Advised insurers to suspend burdensome administrative requirements including hospital pre-authorization during the COVID-19 crisis.

April 8 • Required health insurance companies to defer over $53 MILLION IN PREMIUMS FOR MORE THAN 16,000 SMALL GROUP AND INDIVIDUAL POLICYHOLDERS experiencing financial hardship due to COVID-19.

April 21 • KEPT UNLICENSED DECEPTIVE HEALTH PLANS OFF THE MARKET ensuring New Yorkers receive the benefits they are expecting.

May 2 • Required that health insurers waive cost-sharing for outpatient mental health services rendered by in-network providers for all frontline workers, first responders, and other essential workers.

May 15 • Collaborated with dental insurers to provide $41 MILLION IN PREMIUM CREDITS TO POLICYHOLDERS due to fewer dental claims due to dental office closures during the pandemic.

May 19 • Required health insurers to cover COVID-19 DIAGNOSTIC TESTING FOR NURSING HOME EMPLOYEES IN NEW YORK.

May 22 • Directed health insurance companies to provide coverage for COVID-19 infection and antibody tests ordered and provided by a pharmacist.
April 3 • Called on all New York-regulated banks and credit unions to participate in the SBA Paycheck Protection Program (PPP) generating over **$13 BILLION IN LOANS TO NEW YORK SMALL BUSINESSES.**

April 5 • Requested that all New York-regulated banks and credit unions increase funding to New York Community Development Financial Institutions (CDFIs) implementing the SBA PPP.

April 5 • To make PPP loans more available, worked closely with Pursuit, a CDFI and SBA 7(a)-approved lender, to facilitate access to the SBA PPP for New York State-chartered banks and credit unions, not previously approved by the SBA.

May 6 • Join with Empire State Development to **ENGAGE WITH AND ENCOURAGE FINTECH COMPANIES TO JOIN IN PPP LENDING TO NEW YORK SMALL BUSINESSES** including Kabbage, Square, Affirm, Funding Circle, On Deck, and Cross River Bank.

### New York State-Chartered Institutions Participation in the Payroll Protection Program

- **Total Loans:** 68,089
- **Total PPP New York State:** $37.44B
- **NY State-Chartered Banks:** $24.09B
- **National Banks:** $13.35B
- **Average Loan amount:** $196,052
March 20 • Directed life insurance companies to allow policyholders experiencing financial hardship to defer paying life insurance premiums for 90 days.

March 30 • Required property and casualty insurance companies to allow deferral of premiums by any of the approximately 6.5 million private passenger automobile policyholders, nearly 4 million homeowners, and countless other policyholders in New York experiencing financial hardship due to COVID-19.

April 6 • Worked with property and casualty insurers to expedite filings for medical malpractice insurance to provide coverage for healthcare workers.

April 24 • Issued guidelines to 131 auto insurers to make it easier for them to provide financial relief to consumers. Over 91% of the New York private passenger auto insurance market have provided auto insurance premium give-backs to consumers totaling approximately $325 million.

March 10 • Worked closely with other regulators and experts to identify and respond to cybercrime threats emerging during the pandemic.

April 13 • Issued COVID-19-related cybersecurity guidance to regulated entities to address heightened risks during the pandemic, including remote working, increased phishing and fraud and third-party risk.
To learn more about DFS and how we are helping New Yorkers during the COVID-19 crisis visit www.dfs.ny.gov