



## New Mexico Regulation and Licensing Department FINANCIAL INSTITUTIONS DIVISION

Toney Anaya Building ▪ 2550 Cerrillos Road ▪ Santa Fe, New Mexico 87504  
Mailing Address P.O. Box 25101 Santa Fe, NM 87504  
(505) 476-4885 ▪ Fax (505) 476-4670  
[www.rld.state.nm.us/financialinstitutions](http://www.rld.state.nm.us/financialinstitutions)

Michelle Lujan Grisham  
GOVERNOR

March 17, 2020

Marguerite Salazar  
SUPERINTENDENT

To: New Mexico Financial Institutions Licensees

From: Christopher Moya, Director

Claudia Armijo  
DEPUTY  
SUPERINTENDENT

Re: Coronavirus Update

### New Mexico Novel Coronavirus Update and Guidance

Daniel Rubin  
GENERAL COUNSEL

The New Mexico Department of Health (DOH) and the New Mexico Regulation and Licensing Department are providing this update regarding the global outbreak of novel coronavirus (COVID-19).

Kevin Graham  
DEPUTY GENERAL  
COUNSEL

Because **community spread** of COVID-19 has been seen in many countries around the world and now in California, Oregon, and Washington, public health officials, health service providers, schools, and community leaders should be prepared for the potential of community spread of COVID-19 in New Mexico.

Christopher Moya  
DIRECTOR

The complete **clinical picture** of COVID-19 is not fully understood, but fever, cough, and shortness of breath are the main symptoms. Most of the illnesses are mild and do not require hospitalization. Older adults and persons with some chronic medical conditions are more likely to have severe illness.

DOH is **working with healthcare providers** in the state to identify patients at risk of COVID-19, to provide testing, and to manage infection control procedures to minimize the potential spread of the virus from those who are sick. **Testing is available** now through the DOH State Scientific Laboratory (SLD) and TriCore Reference Laboratories, also, if patient testing criteria are met, throat and nasal swabs can be collected anywhere in the state and tested at SLD.

DOH has reviewed **pandemic preparedness plans** and adapted them for COVID-19. We are looking ahead and taking steps now, **in partnership with many others** in NM, to prepare for the monitoring and care of patients with COVID-19 should we have community spread in New Mexico.

Schools have been closed for a period of time, mass gatherings are prohibited, and employers are encouraged to allow for teleworking where possible. These measures have been implemented to minimize the spread of COVID-19 in New Mexico.

**Everyone has a role** to play in reducing the spread of respiratory viruses and following these steps will help:

Alcohol and Gaming Division  
(505) 476-4875

Boards and Commissions Division  
(505) 476-4600

Construction Industries Division  
(505) 476-4700

Financial Institutions Division  
(505) 476-4885

Manufactured Housing Division  
(505) 476-4770

Securities Division  
(505) 476-4580

Administrative Services Division  
(505) 476-4800

- Stay home when you are sick and limit close contact with other people except for the medical care that you need.
- Cover your cough and sneezes to reduce the spread of infectious droplets and wash your hands frequently with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains 60% to 95% alcohol.
- Clean “high touch” surfaces daily with regular household cleaners.
- Avoid sharing personal household items.
- If you are not sick, still wash your hands frequently when you are in places where there may be other sick people and avoid touching your eyes, nose, and mouth with unwashed hands.

As part of the state’s efforts to limit public exposure in response to the COVID-19 virus, the New Mexico Regulation and Licensing Department is encouraging licensees to conduct as many business transactions on-line as possible. You can conduct your business at [www.rld.state.nm.us](http://www.rld.state.nm.us).

The Department urges licensees who want to limit their time in public to take advantage of the on-line services available. As always, licensees can obtain answers to many of their questions about license renewals, or how to register for a license at [rld.state.nm.us](http://rld.state.nm.us). Many transactions, for example, can be done through the Department’s on-line portal via internet explorer.

Our priority during this time is to protect public health by limiting the potential impacts of COVID-19 in New Mexico. Please visit the **NMDOH website** ( <https://cv.nmhealth.org/> ) to stay up to date about COVID-19 in New Mexico.

Additionally, the unprecedented social distancing based reduction of hours and closures of businesses across the state and nation are already resulting in many individuals being furloughed or experiencing severely reduced hours. Many of these individuals are hardworking New Mexicans who unfortunately will endure the impact and financial hardship of these changes. During these times of considerable financial stress, I ask that you consider extending your organization’s support to all those affected. I know each of your organizations take pride in the personal relationships you have established with your customers, and I am confident that you will continue to serve those relationships during your customer’s time of need.

On behalf of New Mexicans affected financially by this pandemic, I feel it is important to draw your attention to the concerns of these individuals and ask for your consideration in assisting them in any way possible, while maintaining the overall safety of your financial institutions. Thank you for your time and consideration.

Sincerely,



Christopher Moya  
Director