

Topic: Office Closures Due To COVID-19

Question by: Mike Powell

Jurisdiction: Texas

Date: March 17, 2020

Jurisdiction	Question(s)
	1. Is your office considering closing or has closed? 2. Is your office considering closing access to the public, or has your office already closed access? 3. If your office still accepts paper filings, have you experienced delays in your turn-around time?
Manitoba	
Corporations Canada	1) Is your office considering closing or has closed? Corporations Canada has implemented a telework arrangement and continues to operate out of the office. 2) Is your office considering closing access to the public, or has your office already closed access? We do not have public access. 3) If your office still accepts paper filings, have you experienced delays in your turn-around time? Paper requests are not being processed at the moment so the turnaround times on those requests are affected. However, they represent a very small portion of our requests over all.
Alabama	
Alaska	
Arizona	
Arkansas	
California	
Colorado	
Connecticut	Public access to the building at 165 Capitol Avenue, Hartford, CT is prohibited. A drop box has been established for all in-person filings. We are strongly encouraging online for all customers. We have suspended phone service due to the number of staff working remotely and are encouraging all customers to email at crd@ct.gov Online transactions continue to be processed by staff working remotely. Paper and expedited transactions continue to be processed, but we are warning of a delay and that is being evaluated daily.
Delaware	

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District of Columbia	<ol style="list-style-type: none"> 1. Is your office considering closing or has closed? We are open. 1. Is your office considering closing access to the public, or has your office already closed access? We are considering it but for now we are open for public access. 1. If your office still accepts paper filings, have you experienced delays in your turn-around time? Since some staff started teleworking it will affect turnaround for paper filings.
Florida	
Georgia	
Hawaii	<ol style="list-style-type: none"> 1. Is your office considering closing or has closed? The Business Registration Division staff will be working remotely from March 20, 2020 until we are allowed back into our department building. 2. Is your office considering closing access to the public, or has your office already closed access? Our office doors to the public will be closed from tomorrow, March 20, 2020 to April 3, 2020, tentatively. 1. If your office still accepts paper filings, have you experienced delays in your turn-around time? We are encouraging online, Hawaii Business Express filings. Mail, email and fax filings will be delayed and worked on after the staff returns back to the building.
Idaho	
Illinois	
Indiana	
Iowa	<p>(Subject to Change but current plans)</p> <p>Iowa SOS will close our lobby to the public March 18 - 27. Filers are encouraged to use online filing or email to submit.</p> <p>We're still discussing how to handle payment for email submissions.</p> <p>Most staff are still on site working - though some are being assigned equipment for home work daily.</p>
Kansas	
Kentucky	

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Louisiana	<ol style="list-style-type: none"> 1. Is your office considering closing or has closed? Our office has not closed, but on-site, we are working with a "sized down/rotating staff" with half working remotely from home, and 1/2 in office. They will rotate on a weekly basis. That scenario is for paper filers. The online staff is all working remotely from home. 2. Is your office considering closing access to the public, or has your office already closed access? We have already closed our Customer Service window to the public. 3. If your office still accepts paper filings, have you experienced delays in your turn-around time? We do still accept paper filings from some parishes. We have not noticed any issues with our mail delivery at this point, but because we are working with a split staff, the number of filers for paper on-site is halved, so we do expect an increased processing time.
Maine	
Maryland	
Massachusetts	<ol style="list-style-type: none"> 1) Is your office considering closing or has closed? Right now our offices are open. The public is permitted to come up in intervals. We have seen an enormous decrease in the amount of public coming into the building. We have set up about half the staff with the ability to work from home. 2) Is your office considering closing access to the public, or has your office already closed access? See the above answers. 3) If your office still accepts paper filings, have you experienced delays in your turn-around time? At this time there has been no delay in paper filings. All filings may be made electronically.
Michigan	<p>In Michigan, effective at 8:00 a.m. EDT on Monday, March 16, 2020, the Corporations, Securities & Commercial Licensing Bureau was closed to public visitors and walk-in customers until further notice.</p> <p>If customers need to submit a document that cannot be submitted online, they should email the completed document to LARA-CSCL-CorpsEFile@michigan.gov<mailto:LARA-CSCL-CorpsEFile@michigan.gov>. The customer will receive instructions to pay the applicable filing fees. We have a payment portal with our payment processor that allows customers to charge themselves the filing fee and pay using a debit or credit card.</p> <p>Paper filings are continuing to be received via mail.</p>
Minnesota	
Mississippi	
Missouri	
Montana	

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Nebraska	
Nevada	
New Hampshire	<p>We are closing our Customer Service Lobby until further notice. In person services will be by appointment only. Filers with ACH accounts are now permitted/encouraged to submit documents and certified copy orders by email. Approximately half of our staff is working remotely. See our public notice below.</p> <p>Customers wishing to do business with the NH Corporations Divisions are encouraged to consult the Secretary of State's website at https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Fsos.nh.gov&data=02%7C01%7Cpviverto%40azsos.gov%7Cfd73142f70824c95c48508d7cceb94c9%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637203184511099946&sd=Ut7Zmj5iNWSsEg%2Bcd%2B8%2BbQH7yll6wXxiGOYmAY6I7%2FQ%3D&reserved=0 and to use the NH Quickstart business portal at https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fquickstart.sos.nh.gov%2Fonline%2FAccount%2FLandingPage&data=02%7C01%7Cpviverto%40azsos.gov%7Cfd73142f70824c95c48508d7cceb94c9%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637203184511109931&sd=N8V216YIPEIUsvQwvhVVldGSktxqdJwAnHP%2BGdTNUMo%3D&reserved=0 to register a business, file annual reports, update information, and obtain certificates of good standing.</p> <p>Filings that cannot be completed online can be mailed or submitted into a drop box which will be located at the outside entrance of the Secretary of State's Corporation Division, located in the State House Annex at 25 Capitol Street in Concord, NH 03301. Over-the-counter regular and expedited services at our Customer Service Lobby in the State House Annex shall only be available by appointment until further notice.</p> <p>Customers with urgent matters who require in-person services for business-related filings and certifications are asked to make an appointment by phone at least 24 hours prior to their desired visit by calling (603) 271-3244. Appointments will be accepted Monday through Friday, 8:30 a.m. to 4:00 p.m.</p> <p>All in-person SBA Information sessions are suspended until further notice.</p> <p>Staff members will be available Monday through Friday, 8:00 a.m. to 4:30 p.m. to assist customers over the phone at 603-271-3246 or via email at corporate@sos.nh.gov.</p>
New Jersey	
New Mexico	
New York	

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North Carolina	<p>1. Is your office considering closing or has closed? Not at this time.</p> <p>2. Is your office considering closing access to the public, or has your office already closed access? I do believe we may be closing to the public, but that is only wishsay.</p> <p>3. If your office still accepts paper filings, have you experienced delays in your turn?around time? We do still accept paper filings. We were already on a longer than usual turn-around before the COVID-19, this will make is much longer as the examiners begin to telework. We do advocate on our website to submit documents online.</p> <p>North Carolina Update</p> <p>The NC Secretary of State's Office will be closing their doors to the public at 4 p.m. on Friday March 20th until further notice. Telephone numbers will be posted on the door and website for emergency situations. Until the Governor closes all State buildings, an appointment will be made, where we will take the documents at the door and the customer will be called for pickup. Emergency situations may arise for authentications (funeral homes) and mergers.</p> <p>Some of our staff are teleworking and will continue to process online submission even if the Governor shuts down all State agencies.</p>
North Dakota	<p>1. Is your office considering closing or has closed? Our office is still open. We are having discussions about preparations in case that changes.</p> <p>1. Is your office considering closing access to the public, or has your office already closed access? Access is still open to the public. We are in the capitol building, and will likely be looking to the Governor's lead.</p> <p>1. If your office still accepts paper filings, have you experienced delays in your turn-around time? We still have full staff in the office and are accepting paper, with no delays.</p>
Ohio	<p>Ohio has not closed our office, but we are getting employees set up with the ability to work from home - some have already started that and I expect more by the end of this week. The walk-in center is not accepting customers inside, but we are still providing all services and customers have the ability to leave documents in a drop box at the door. We will process and return documents by mail.</p> <p>We still accept paper filings, and so far have not had a delay in processing time, but our paper volume is only 14% so with staff in the office we should be able to manage the volume, especially as we will likely see a decline in filings.</p>
Oklahoma	

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Oregon	<p>We in Oregon have already closed our public facing counter. We are currently allowing service companies and law firms to make appointments for once daily drop-off/pickup. Staff meet them in our lobby for this purpose. We have set up a station outside our entrance that is stocked with forms and envelopes, which can be submitted through the mail slot in our door.</p> <p>We have a limited number of laptops in agency possession, some of which are being configured for use by Division employees whose skill level and work type allows them to work from home. We are considering additional options, should the building close.</p>
Pennsylvania	
Rhode Island	<ul style="list-style-type: none"> * All walk-in services have been suspended until further notice. * Customers are encouraged to use the new Business Services website<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sos.ri.gov%2Fdivisions%2Fbusiness-services&data=02%7C01%7Cpiverto%40azsos.gov%7C56fde7345ceb450383af08d7cb636b29%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637201500194320818&msdata=7zIPubV4iZrErQwsw%2FZM8nrBscNoR%2Be0Hnj4IQzxTU%3D&reserved=0> to register their business, file annual reports, update information and obtain letters of good standing. * Filings that cannot be processed online can be mailed or submitted by using a new drop box that has been installed at 148 West River Street, Providence, RI. * Limited in-person service is available by appointment. To schedule an appointment call (401) 222-3040. * Appointments will be accepted Monday through Friday, 8:30 a.m. to 4:30 p.m. * All in-person Notary Public trainings are suspended until further notice. * All in-person SCORE mentoring sessions are suspended until further notice. * Business Services staff will be available Monday through Friday, 8:30 a.m. to 4:30 p.m. to assist customers over the phone at (401) 222-3040 or via email at corporations@sos.ri.gov<mailto:corporations@sos.ri.gov>. <p>These policies are being evaluated daily as the coronavirus situation in Rhode Island continues to evolve and more information becomes available.</p>
South Carolina	<p>South Carolina office remains open, but customers are now required to drop off filings to be emailed or mailed if they choose not to file online for UCC or Corp filings.</p>
South Dakota	
Tennessee	
Texas	

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Utah	Prior to today, Utah's response to COVID-19 has been to establish teleworking for staff and to encourage the public to utilize our online services but have accepted paper filings and state offices had remained open. Turn around time had not been affected. About two hours ago, Utah experienced a 5.7 magnitude earthquake which has closed all state offices as they asses the damage. We anticipate that we will be up and running again soon. Are locusts next? :)
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

Hello all,

The following questions are being sent on behalf of Mike Powell, Deputy Director, Business & Public Filings Division, Texas SOS:

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3. If your office still accepts paper filings, have you experienced delays in your turn-around time?

Thanks in advance. Stay healthy and safe!

[A close up of a logo Description automatically generated] Patricia A. Viverto Director of Business Services Arizona Secretary of State

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