

## COVID-19 Information

The Oklahoma Insurance Department (OID) has re-opened to the public with some staff onsite. Remaining staff will continue to work remotely. As a reminder, we are committed to:

- Timely processing all licenses and renewals;
- Flexibility in adherence to licensing regulations, where necessary;
- Providing waivers for live continuing education, when necessary;
- Keeping lines of communication open; and
- Addressing new concerns as they develop.

### Timely Processing

The Oklahoma Real Estate Appraiser Board (Board) is actively working to ensure that all applications are processed timely. We understand that, with the current State of Emergency, not everything is functioning as usual. Our employees will continue to actively process applications either onsite or remotely. We are committed to ensuring that appraisers and appraisal management companies can work in Oklahoma during this time.

### Adherence to Regulations

In addition to our continued commitment to process applications of all types in a timely manner, we understand that strict adherence to regulations concerning licensing during this time may not be possible. While we intend to follow to the requirements as closely as we can, we will take each matter on a case-by-case basis and do what we can to work around any problems that may be beyond an applicant's control.

### Accessibility of Continuing Education

We do not want appraiser licenses to be held up due to difficulties obtaining the required amount of live continuing education. Therefore, the Board had previously announced it would waive the requirement for live continuing education through the June 30, 2020, renewal period. **Because the State of Emergency is still in effect, this waiver of live continuing education has been extended through the October 31, 2020, renewal period.** We will re-visit the need for a continued waiver, should circumstances warrant. Many live education courses are not now being taught via online streaming. We recommend taking these, if possible.

### Keeping Lines of Communication Open

If you have any questions or concerns, please contact us. However, please be aware that, even though our office has re-opened to the public, onsite staff will be limited for your safety and the safety of our employees. Our remaining staff will be working remotely. We will continue to have access to voicemail and email. We are committed to responding to inquiries in a timely fashion.

### Other Concerns

If there are other concerns that arise during this time, we will continue to adjust as necessary to ensure that renewals and AMC registrations are not held up. As the situation continues to develop, we will keep you informed regarding any necessary changes.