

With regard to Executive Order 10's remote work notice and IDFPR's guidance, if an individual agent is working remotely and the brick and mortar location is not changing, the collection agency should send an e-mail with the employee name and location to fpr.professionalservicesmail@illinois.gov. The subject line should list "Collection Agency – Remote Work COVID". The collection agency will need to e-mail the agency name and 017 license number followed by the list of collectors and their addresses where they are working remotely.

Please keep in mind that all collection agencies must still adhere to all confidentiality and professional standards along with the Act and Rules. This process only extends through the COVID-19 Emergency Declaration of the Governor and we make no statements as to the FDCPA or other states laws. Collection agencies are required to notify IDFPR once agents are no longer working from the remote location.