

**TO:** All Licensees of the Pennsylvania Insurance Department

**SUBJECT:** COVID-19 Guidance for Licensees as Counties Move to Yellow Phase

**NOTICE 2020-14**

In order to stop the spread of COVID-19 in the Commonwealth, the Pennsylvania Insurance Department (“Department”) is issuing this Notice to all licensees of this Department to provide guidance about in-person operations and sales for insurance licensees in counties moving to the yellow phase of reopening in the Commonwealth.

Telework and remote operations must continue where feasible in counties that have been designated to move to the yellow phase, however, in instances where that is not feasible, insurance licensees will be permitted to resume in-person operations, including in-person sales, with restrictions to protect licensees and consumers. Licensees must adhere to the [guidance](#), [building safety](#) and [business safety](#) orders issued by Governor Tom Wolf that details procedures businesses must follow to conduct in-person operations in counties slated to move to the yellow phase of reopening. Licensees are advised that unsolicited in-person sales continue to be prohibited across the commonwealth under the Governor’s order, regardless if licensees are operating in red or yellow counties.

Any insurance licensee found to be in violation of this Notice may be subject to Enforcement actions by the Pennsylvania Insurance Department, including the levying of monetary penalties and revocation or suspension of license. Additionally, non-compliance can result in a referral to the Pennsylvania State Police for further prosecution.

Visit [www.pa.gov](http://www.pa.gov) for complete information and an up to date list of counties moving to the yellow phase.