



EDFIS/C/030/2020
24th March 2020

Chief Executive Officer/General Manager
All Insurance Licensees
Manama
Kingdom of Bahrain

Dear Sir/Madam,

Sub: Services Continuity Measures

In light of the recent global outbreak of Coronavirus (COVID-19) and the prevention measures taken by the Government of the Kingdom of Bahrain and the latest Decisions of the Government Executive Committee chaired by His Royal Highness Prince Salman bin Hamad Al Khalifa, the Crown Prince, Deputy Supreme Commander and First Deputy Prime Minister - introducing additional precautionary measures including but not limited to encouraging remote working, when possible.

Under the current circumstances, all licensees should ensure the readiness and reliability of their Business Continuity and Disaster Recovery Plans.

To this end, and as the Central Bank of Bahrain ("CBB") endeavors to maintain and preserve the health and safety of citizens and residents working in the financial sector, and the health and safety of customers, the CBB requests all licensees to provide a briefing regarding their current plan in respect of the measures taken so far to assure un-disrupted operations during these times including but not limited to the following:

- Remote access;
- Readiness to service your client remotely and through other means; and
- Access to branches and offices.

Licensees must report back to the CBB with the above requirements on a date not later than 30th March 2020 by sending it to the Director of Insurance Supervision Directorate on e-mail: elham@cbb.gov.bh.

Yours faithfully,

Abdul Rahman Al Baker