

## FSC & FSS WORK FOR PREVENTION OF COVID-19 SPREAD AT BANKING & FINANCIAL CALL CENTERS

The Financial Services Commission and the Financial Supervisory Service announced on March 12, 2020 a set of preventive steps taken by the financial authorities to curb the spread of COVID-19 at banking and financial call centers throughout the country.

On February 10, the financial authorities sent out a guideline to all financial institutions to prevent the spread of COVID-19, which instructed them a) to establish an emergency contact and reporting system, b) to display cleaning products and disinfectants, c) to distribute instructional materials and d) to refrain from traveling.

On March 10, the authorities issued an instruction to refrain from holding events such as group trainings and meetings.

The authorities held an emergency meeting on March 11, a day after mass infection cases surfaced at a financial call center in Seoul, to assess the progress of the disinfection and prevention measures implemented at call centers and discuss further responses.

The financial authorities will continue to work with local governments and other relevant authorities to come up with stronger preventive measures to contain the spread of virus at banking and financial call centers.

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