COVID-19 Ops and Tech Response Plan

4 Guiding Principles for the Industry

1. Utilize e-Signature solution capabilities on all possible transactions
2. Move to a risk-based transaction supervision model in absence of an e-signature solution
3. Suspend Medallion Signature Guarantee (MSG) requirements
4. Adopt alternative means of delivery for policy and supporting documents

Overarching objective

Drive universal adoption of the guiding principles in a manner that ensures long-term usage beyond the duration of social distancing measures