

### Introduction

IFIGS conducted a survey to the Membership from April 28 to May 8 on the impact of the COVID-19 pandemic on their respective jurisdictions' financial sector and regulatory / supervisory environment as well as their schemes. IFIGS has received 19 responses from 17 jurisdictions. A database with the full responses is also available. A summary of the responses are as follows.

### Summary

Questions	Summary of Responses
1. Describe any changes in the regulatory and supervisory measures to support financial stability in the insurance sector.	The COVID-19 pandemic has significantly affected global economic growth. Governments, central banks, and relevant authorities in many jurisdictions announced fiscal and monetary stimulus, and regulatory adjustments according to their respective economic conditions in order to sustain economic activities.
2. Describe the measures your organization is adopting to address the COVID-19 pandemic in the following areas:	
a. Health controls (e.g. staff hygiene, social distancing measures).	To ensure the safety and health of staff, the majority of IFIGS members started working remotely from home. Meetings have been held via video conferencing platforms (eg. Skype, Zoom, etc), and heightened hygiene practices have been undertaken (eg. temperature check, periodic sanitization of office, placing polycarbonate dividers in common areas, etc.).
b. Public awareness monitoring and communications activities for policyholders.	Many IFIGS members have maintained their communication activities with the public and insurers via toll-free call centers, websites, and social media communications. Some members have provided information to its member insurers to deal with this pandemic and any future crises. Some members have posted FAQs and general information messages on websites to reassure consumers, due to an increase in inquiries about claims.
c. Changes to coverage, levies or premiums (e.g. premium reductions or deferments) introduced or contemplated.	IFIGS members responded that there was no change in coverage, levies or premiums prompted by the COVID-19. PACICC (Canada) coincidentally introduced a series of enhancements to the coverage and benefits in April. COSEDE (Ecuador) is currently analyzing the impact of deferral of contributions to the Fund.
d. Business continuity planning, crisis preparedness and crisis management activities (e.g. identification of core resources and activities, establishing remote operations).	Many IFIGS Members have activated their Business Continuity Plan and have taken measures according to their level of crisis (eg. working from home, splitting team arrangements, identifying key workers, enhanced monitoring, etc.). Some members also shared the plan template with insurers.
e. Other relevant measures taken or planned that you believe need to be further emphasized in response to the impact of COVID-19 (e.g. information sharing and co-ordination arrangements between the IGS and other financial safety-net participants, risk monitoring, etc.)	Many IFIGS members are closely monitoring COVID-19 developments and possible risks related to the COVID-19 for life insurers by collecting information and identifying the areas of risks. Also the members are closely working with fellow schemes and other financial safety-net participants.
3. Has the COVID-19 pandemic caused any insurers in your jurisdiction to become "financially distressed"?	Despite the challenging environment caused by the COVID-19 pandemic, insurers in each jurisdiction have remained resilient and are not financially distressed at this time. However, there is a growing concern over the long term impact on the insurance industry if the recession is prolonged. IFIGS members are closely monitoring the market and the liquidity and solvency of the industry.

### ANNEX 1 – Survey Respondents (As of May 20 2020)

NO.	COUNTRY	INSURANCE GUARANTEE SCHEMES
1	AUSTRALIA	Australian Prudential Regulation Authority (APRA)
2	CANADA	Assuris
3	CANADA	Property and Casualty Insurance Compensation Corporation (PACICC)
4	DENMARK	Garantifonden for skadesforsikringselskaber (Non-Life)
5	ECUADOR	Corporación Seguro de Depósitos, Fondo de Liquidez y Fondo de Seguros Privados (COSEDE)
6	FRANCE	Fonds de Garantie des Assurances de Personnes (Life) (FGAP)
7	GERMANY	Protector Lebensversicherungs-AG
8	ISLE OF MAN	Financial Services Authority
9	KOREA	Korea Deposit Insurance Corporation (KDIC)
10	MALAYSIA	Malaysia Deposit Insurance Corporation (PIDM)
11	NORWAY	Garantiordningen for skadeforsikring
12	POLAND*	Insurance Guarantee Fund (UFG)
13	ROMANIA	Policyholders Guarantee Fund (Fondul de garantare a asiguratilor - FGA)
14	SINGAPORE	Policy Owners' Protection (PPF) Scheme c/o Singapore Deposit Insurance Corporation Ltd
15	SPAIN	Consortio de Compensación de Seguros
16	TAIWAN	Taiwan Insurance Guaranty Fund(TIGF)
17	UNITED KINGDOM	Financial Services Compensation Scheme (FSCS)
18	UNITED STATES	National Conference of Insurance Guarantee Funds (NCIGF)
19	UNITED STATES	National Organization of Life & Health Insurance Guaranty Associations (NOLHGA)

\* Poland Insurance Guarantee Fund is expected to submit a response by the end of May

### ANNEX 2 – Survey Questions on COVID-19 Impact on IFIGS

#### Purpose

The following survey questions are designed to facilitate information exchange between IFIGS Members on the impact of the Coronavirus (COVID-19) pandemic on their jurisdictions' financial sector and regulatory/supervisory environment as well as their schemes.

The results will be collected and disseminated to IFIGS Members. We hope this information will be useful for IGSs in understanding the COVID-19-related measures being adopted and in enhancing the effectiveness of their own insurance guarantee schemes.

#### Survey Questions

(As of April 30, 2020)

No.		-
Country		
Measures taken by the government and authorities	1. Describe any changes in the regulatory and supervisory measures to support financial stability in the insurance sector.	
Measures taken by your organization	2. Describe the measures your organization is adopting to address the COVID-19 pandemic in the following areas:	
	a. Health controls (e.g. staff hygiene, social distancing measures).	
	b. Public awareness monitoring and communications activities for policyholders.	
	c. Changes to coverage, levies or premiums (e.g. premium reductions or deferments) introduced or contemplated.	
	d. Business continuity planning, crisis preparedness and crisis management activities (e.g. identification of core resources and activities, establishing remote operations).	
	e. Other relevant measures taken or planned that you believe need to be further emphasized in response to the impact of COVID-19 (e.g. information sharing and co-ordination arrangements between the IGS and other financial safety-net participants, risk monitoring, etc.)	
Impact on Insurance Companies	3. Has the COVID-19 pandemic caused any insurers in your jurisdiction to become "financially distressed"?	
Any additional information that will assist in understanding the IGS's current circumstances		
Note		