

STATE OF CONNECTICUT
DEPARTMENT OF BANKING

Annual Report
Of the Banking Commissioner

To His Excellency
Ned Lamont, Governor

For the Year Ending December 31, 2020
Hartford, Connecticut
Submitted July 30, 2021



July 30, 2021

To His Excellency, Ned Lamont, Governor

Pursuant to the requirements of Section 36a-14 of the Connecticut General Statutes, I have the honor to submit for your review the Department of Banking's annual report for the year 2020.

Respectfully yours,

Jorge L. Pèrez
Banking Commissioner

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**BANKING COMMISSIONERS
(1900-2020)**

BANKING COMMISSIONERS	FROM	TO
Jorge L. Pèrez	2015	--
Howard F. Pitkin	2006	2014
John P. Burke	1995	2006
Ralph M. Shulansky	1991	1995
Howard B. Brown Jr.	1985	1991
Brian J. Woolf	1981	1985
David H. Neiditz	1977	1981
Lawrence Connell Jr.	1975	1977
James E. Hagen	1971	1975
Gerald A. Lamb	1970	1971
Philip Hewes	1960	1970
Henry H. Pierce Jr.	1955	1960
Lynwood K. Elmore	1951	1955
Richard Rapport	1943	1951
Walter Perry	1933	1943
George J. Bassett	1931	1933
Lester E. Shippee	1927	1931
John B. Byrne	1922	1927
John K. Bissland	1922	1922
Everett J. Sturges	1915	1922
Fred P. Holt	1911	1915
Norris S. Lippitt	1911	1914
Norris S. Lippitt	1907	1911
Charles H. Noble	1907	1911
George F. Kendall	1900	1906
Charles H. Noble	1900	1906

Note: From 1837 to 1915 two Banking Commissioners served concurrently.

For a more complete history of the Department of Banking please visit:
http://libguides.ctstatelibrary.org/ld.php?content_id=11021267

**DEPUTY BANKING COMMISSIONERS
(1900-2020)**

DEPUTY BANKING COMMISSIONERS	FROM	TO
NONE	2012	--
Alan J. Cicchetti	1999	2011
NONE	1996	1998
Robert B. Titus	1993	1995
Barbara S. McGrath	1991	1993
Paul J. McDonough	1988	1991
NONE	1986	1987
Howard B. Brown Jr.	1982	1985
Linda J. Kelly	1979	1981
Kay V. Bergin	1975	1978
Thomas E. Canfield	1974	1975
Patsy J. Piscopo	1971	1974
Maurice J. Ferland	1970	1971
Reinhard J. Bardeck	1951	1969
Lynwood K. Elmore	1943	1950
Richard Rapport	1938	1942
R. Gordon Baldwin	1928	1937
Lester E. Shippee	1922	1927
John K. Bissland	1917	1921

ADMINISTRATION

Agency Mission

The Department of Banking is the primary state regulator for state-chartered banks and credit unions, securities, and consumer credit. Its mission is to protect users of financial services from unlawful or improper practices by ensuring regulated entities and individuals adhere to state banking and securities laws. We accomplish this through regular, thorough, and cost-effective examinations of the entities we supervise. The Department also engages the public and other stakeholders through a variety of media platforms, educational outreach initiatives, and press communications.

Organization

The Department of Banking is a state agency headed by the Banking Commissioner who reports to the Governor. The Department regulates and examines financial institutions and various related entities that are chartered, licensed or registered by the state; the Banking Commissioner administers state banking and credit union laws, securities laws, consumer credit laws, and a major portion of the law concerning rental security deposits as well as the Truth in Lending Act.

The Department is comprised of four operational divisions and two support divisions with specific regulatory functions assigned to each operational division. The Department is fully funded by the industries it regulates through licensing, assessments, and other fees.

The **Financial Institutions Division** is responsible for the supervision and examination of state-chartered savings banks, savings and loan associations, bank and trust companies, and credit unions. The Division also licenses foreign banking organizations that establish and maintain representative offices, agency offices and branch offices in Connecticut, and supervises bank holding companies. It has responsibility for analyzing applications for new bank or credit union charters, acquisitions, mergers, conversions, branches, changes in corporate structure, and credit union field of membership expansions. In addition, the Division licenses business and industrial development corporations, international trade and investment corporations and certain non-banking corporations that exercise fiduciary powers.

The **Consumer Credit Division** is responsible for examination, enforcement, and licensing of mortgage lenders, brokers, servicers and loan originators; loan processors and underwriters and lead generators of residential mortgage loans; small loan companies; sales finance companies; debt adjusters; debt negotiators; consumer collection agencies, including debt buyers; money transmitters; issuers of money orders and travelers checks; check cashing services; and student loan servicers. In addition, Consumer Credit also administers Truth-in-Lending laws and retail installment sales financing laws.

The **Securities and Business Investments Division** is responsible for registering securities and business opportunity offerings sold in or from Connecticut; registering (licensing)

broker-dealers, agents, investment advisers and investment adviser agents who transact business in Connecticut and registering branch offices of broker-dealer and investment advisory firms. The Division also conducts on-site examinations of broker-dealers, investment advisers and branch office registrants. The Division enforces the Connecticut Uniform Securities Act and the Connecticut Business Opportunity Investment Act.

The **Government Relations and Consumer Affairs Division** assists consumers with issues involving banks, credit unions, mortgage lending and other consumer credit matters, securities and business opportunity investments, and oversees the administration and enforcement of the rental security deposit laws. The Division also directs the agency's legislative program, manages communications and media relations for the Department, coordinates financial and investor education outreach efforts and handles calls to the Foreclosure Assistance Hotline.

In 2018, the Department restructured its support divisions. While its Business Office and Management and Information Systems (MIS) divisions remained intact, human resources functions were transitioned to the Department of Administrative Services (DAS), as the Department joined the Small Agency Resource Team (SmART). The SmART consolidates human resources from multiple agencies into one unit. The Equal Employment Opportunity (EEO) functions, which previously fell to Human Resources, were separated when the Department joined the SmART Unit. The DAS EEO Unit assists the agency in its affirmative action efforts.

The remaining support divisions continued to provide vital services to the agency to carry out its mission. The Business Office is responsible for the accounting, budgeting, fiscal, payroll, purchasing and financial reporting functions. The MIS unit provides information technology support and workflow enhancements.

As of December 31, 2020, the agency had 119 full-time budgeted positions with 118 filled.

Equal Opportunity and Affirmative Action

The Department of Banking is firmly committed to the principles and objectives of equal employment opportunity for all individuals. The Department's Equal Employment Opportunity Specialist coordinates and monitors the Department's programs and ensures compliance with the Americans with Disabilities Act, Title II and Title VII of the Civil Rights Act, the Fair Employment Practices Act, state Affirmative Action (AA) regulations and Contract Compliance laws, and other applicable laws. The Department is an Affirmative Action/Equal Employment Opportunity employer and has undertaken numerous steps to effectuate equal opportunity in its hiring, promotions, trainings and other employment-related duties, as well as in the provision of the programs and services that fall under the Department's authority. More detailed information concerning these activities will be available in the agency's Affirmative Action Plan, anticipated for approval by the Connecticut Commission on Human Rights and Opportunities in January 2021. The Department did not knowingly do business with any bidder, contractor, sub-contractor, supplier of materials, or licensee who discriminates against members of any class protected under C.G.S. Sec. 4a-60 or 4a-60a.

The Department of Banking Equal Employment Opportunity (EEO) Unit partners with our participating client agencies to assure that agency programs are fair and equitable, provide equal employment opportunity, and comply with state and federal laws and guidelines. The agency achieves this goal by preparing and implementing affirmative action plans; collaborating in the selection and hiring process; providing a process for complaints of discrimination; and educating staff of their rights and obligations in affirmative action laws.

The Equal Employment Opportunity Specialist is responsible for the Department's State Affirmative Action Plan and serves as the Equal Employment Officer for the agency, reporting directly to the Commissioner. She directs and administers all aspects of the Department EEO/AA program including developing strategic affirmative action programs; interpreting and administering pertinent laws and regulations; investigating complaints of discrimination made against the agency and reporting findings to the Commissioner and or designee; offering remedies on any discriminatory conduct that occurs; and counseling staff on equal employment opportunity matters. The EEO Unit prepares materials and conducts training to heighten knowledge of equal employment opportunity laws and affirmative action goals. The Equal Employment Opportunity Specialist also serves as the agency's Americans with Disabilities Act (ADA) coordinator.

COVID-19

During the unprecedented COVID-19 pandemic, the Department of Banking, as with all state agencies, closed its offices to the public and staff began a full-time telework schedule in March 2020. Commissioner Pèrez issued guidance and provided necessary flexibility to licensees, including banks, credit unions, mortgage servicers, investment companies and investment advisers. The Commissioner encouraged mortgage servicers, banks and credit unions to work with their borrowers and customers during those challenging times. In the Consumer Credit area, the Department extended certain filing deadlines and issued no action policies that allowed certain licensees to work from home. The Securities and Business Investments Division issued guidance on paperless submission of certain filings in light of pandemic restrictions.

The Department revamped its website to highlight COVID-19 resources in both English and Spanish, and continuously offered updates as new state and federal resources were issued. Commissioner Pèrez joined Governor Lamont to work with over fifty Connecticut banks and credit unions on a mortgage relief program for borrowers that did not qualify for relief under the federal Coronavirus Aid, Relief, and Economic Security Act, known as the CARES Act. Effective March 31, 2020, participating financial institutions offered mortgage forbearance up to 90 days and ensured that they would not institute new foreclosures for another 60 days. The initial program was extended to July 30, 2020.

While the Department has traditionally relied upon on-site examinations, given the current pandemic, it effectively moved to remote examinations and investigations across all divisions. This has allowed us to meet our statutory requirements and continue to ensure Connecticut consumers are protected. We accomplished this through an aggressive use of

technology across the entire Department which had nearly every staff person working remotely.

Governor's Council on Women and Girls

The Governor's Council on Women and Girls is a group tasked with providing a coordinated state response to issues that impact the lives of women, girls, their families, and the State of Connecticut. Commissioner Pérez is a member of the Council and is active on its Economic Opportunity and Workforce Equity Subcommittee. The agency's outreach coordinator serves on the financial literacy work group of this subcommittee and helps update the state's financial literacy portal.

The Council hosted a Women and Girls' Day Expo at the State Capitol on March 6, 2020. The Department of Banking participated by staffing a resource table at the Career Fair. Nine DOB employees volunteered in shifts throughout the day and engaged with attendees which included several groups of girls from schools across the state.

Department of Banking's Financial Literacy Initiative

At times as part of settlements, the Department of Banking receives monies to be used for investor education, staff training and education material. In late 2020, Commissioner Pérez began looking to use these funds to provide financial education to women and young girls with an emphasis on increasing the participation of women and young girls from underserved communities.

The Commissioner developed a plan to partner with a 3rd party vendor(s) to provide educational program(s) that meet certain objectives, namely 1) to provide personal finance tools that will prepare residents for a financially successful future, with an emphasis on women and young girls and 2) to teach them how to make smart money management decisions that will enable them to be independent and financially secure.

To accomplish this goal a committee will be formed to solicit and review proposals from 3rd party vendors, select one or more vendors to provide the financial education training, and to provide recommendations to the Banking Commissioner on how the education fund should be distributed to meet the objectives. In December, Commissioner Pérez invited representatives from state government, the financial industry and others to join this committee. It is anticipated that the committee will convene its first meeting in early 2021.

Cybersecurity Training

The Department began a close collaboration with Capital Community College in 2018 to develop a cybersecurity training program, specifically designed for the Department of Banking. The resulting three-track program aims to develop skills for Department employees in data protection and encryption, understanding security risks, and policies that financial services industry firms need in order to protect themselves and their clients.

Capital Community College was an ideal choice to partner with the Department given its impressive cybersecurity curriculum and geographic proximity, allowing for reduced travel time. Track One offers basic concepts and was made available to all employees. Track Two offers Examiners and management more in-depth exploration of cybersecurity topics. Track Three will focus on the more technical aspects of cybersecurity resulting in highly trained Examiners who will be “subject matter experts” for the Department.

Track One classes took place in 2018 and 2019. In April 2019, a group completed the first Track Two class, which was more involved and consisted of one class per week for ten weeks. The next Track Two class was suspended in early 2020 due to the pandemic.

Financial Statement

Receipts, expenditures and adjustments relating to the fiscal year ending June 30, 2020 were as follows:

<u>Receipts</u> (Banking Fund)	
Examination of banks etc. assessed in accordance with Section 36a-65, as amended	\$ 1,755,281
Examination of credit unions, assessed in accordance with Section 36a-65, as amended	345,885
Other license and examination fees	0
Registration, filing and transfer fees from securities brokers, etc.	33,535,458
License and registration fees: mortgage brokers, loan originators, check cashers, money transmitters, sales finance companies, small loan companies, debt adjusters, debt negotiators, and collection agencies	5,252,050
Prior period refunds and miscellaneous receipts	<u>166,266</u>
Total Banking Fund Receipts	\$ 41,054,940

<u>Receipts</u> (Non-lapsing)	
Student Loan Servicers Fees	\$ <u>57,600</u>
Total Non-lapsing Receipts	57,600

<u>Receipts</u> (General Fund – deposited directly)	
Registration of securities and business opportunities	\$ 5,303,728
Penalties	<u>5,530,460</u>
Total General Fund Receipts	\$ 10,834,188

TOTAL RECEIPTS \$ 51,946,728

<u>Expenditures</u> (Operating)	
Personnel services	\$ 10,546,164
Fringe benefits	9,172,395
Travel expenses, including motor vehicle rentals, fuel, and repairs	172,357
Other expenses	1,362,710
Indirect overhead and equipment	<u>227,159</u>
Total Operating Expenditures	\$ 21,480,785

<u>Expenditures</u> (Recognized by Other Agencies)	
Judicial	\$ 1,879,000
Department of Housing	670,000
Department of Labor	<u>1,425,000</u>
Total Expenditures Recognized by Other Agencies	\$ 3,974,000

TOTAL EXPENDITURES \$ 25,454,785

FINANCIAL INSTITUTIONS DIVISION

Subject to the general supervision of the Banking Commissioner, the Financial Institutions Division is charged with administering Chapter 664a of the Connecticut General Statutes, Administration and Enforcement; Chapter 664b of the Connecticut General Statutes, Corporate Organization and Administration of Connecticut Banks; Chapter 664c of the Connecticut General Statutes, Fundamental Changes Involving Banks, Branches, Automated Teller Machines, Virtual Banking and Bank Holding Companies; Chapter 665 of the Connecticut General Statutes, Powers, Loans and Investments; Chapter 665a of the Connecticut General Statutes, Deposits; Chapter 665b of the Connecticut General Statutes, Fiduciary Powers; Chapter 666 of the Connecticut General Statutes, Out-of-State Banks; Chapter 666a of the Connecticut General Statutes, Out-of-State Trust Companies; Chapter 667 of the Connecticut General Statutes, Credit Unions; parts of Chapter 668 of the Connecticut General Statutes, Nondepository Financial Institutions; and parts of Chapter 669 of the Connecticut General Statutes, Regulated Activities.

The Financial Institutions Division is responsible for the supervision and regulation of Connecticut-chartered commercial banks, savings banks, savings and loan associations, trust banks and credit unions. The Division also regulates one uninsured bank, which does not accept retail deposits. In addition, the Division supervises the activities of state-licensed foreign banking organizations with branches, agencies, and representative offices located in Connecticut.

Through a combination of off-site reviews and periodic on-site examinations, the Division monitors these institutions for compliance with Connecticut banking law, as well as applicable rules and regulations of the institutions' respective federal regulators. The Division is also responsible for processing applications for new banks and credit unions, branches, acquisitions, mergers and consolidations, conversions, bank holding company formations, and requests for credit union field of membership expansions. The Division also licenses business and industrial development corporations, international trade and investment corporations, and certain non-banking corporations exercising fiduciary powers in the State.

Connecticut-Chartered Banks' Consolidated Financial Condition & Operating Results

As of December 31, 2020, there were six Connecticut-chartered commercial banks, twenty Connecticut-chartered savings banks, two trust banks, and one uninsured bank. There were no Connecticut-chartered savings & loan associations. All Connecticut-chartered commercial banks and savings institutions are insured by the Federal Deposit Insurance Corporation (FDIC).

Connecticut-chartered commercial banks and savings institutions, collectively, reported total assets of \$32.0 billion as of December 31, 2020, a 14.73% increase from December 31, 2019. Total loans and total deposits for year-end 2020 were \$22.4 billion and \$26.0 billion, respectively. The values represent a 5.39% increase in total loans and a 19.50% increase in total deposits from year-end 2019. Total equity capital was \$3.6 billion as of December 31, 2020, a 2.78% increase from the prior year-end. The sizable increases in total assets and deposits are attributed to government stimulus programs aimed at supporting small businesses

and individuals during the pandemic. Overall, Connecticut-chartered commercial banks and savings institutions, collectively, remained well capitalized with a combined Equity Capital to Total Assets Ratio of 11.17% as of December 31, 2020 compared to 12.47% as of December 31, 2019.

The net-interest-margin (NIM) for Connecticut-chartered commercial and savings banks was 2.95% and 3.24% for year-end 2020 and 2019, respectively. Aggregate earnings declined to \$183 million for 2020, compared to \$371 million¹ for 2019. Relatedly, return on average assets (ROA) declined to 0.61% for 2020 from 1.37% for 2019. Increased provision for credit losses and declines in yields on earning assets contributed to the negative trend for net income in 2020. The return on average equity (ROE) also declined to 5.30% for 2020, compared to 10.97%¹ for 2019.

¹The figures for 2019 aggregate earnings and ROE vary slightly from last year's Report because four banks filed amended Call Reports after publication of the Report.

**Number of Connecticut-Chartered Institutions
(As of December 31, 2019 & December 31, 2020)**

Institution Type	Institutions 12/31/2019	Conversion	Merger	Net Change	Institutions 12/31/2020
Commercial Banks	6	0	0	0	6
Savings Banks	21	0	(1)	(1)	20
Uninsured Banks	1	0	0	0	1
Trust Banks	2	0	0	0	2
Credit Unions	28	0	0	0	28
Totals	58	0	(1)	(1)	57

May 1, 2020 – Putnam Bank was acquired by Centreville Bank

Connecticut-Chartered Commercial Banks

There were six Connecticut-chartered commercial banks operating in the State as of December 31, 2020. The number of Connecticut-chartered commercial banks remained unchanged from year-end 2019. As of June 30, 2020, the six Connecticut-chartered commercial banks collectively operated thirty-six offices with aggregate deposits of \$4.3 billion. Within the Connecticut market, this group of institutions operated twenty-four offices with aggregate deposits of \$3.5 billion.

Connecticut-Chartered Savings Banks

There were twenty Connecticut-chartered savings banks (twelve mutual and eight capital stock institutions) operating in the State as of December 31, 2020. The number of Connecticut-chartered savings banks decreased by one during 2020 with Centreville Bank's acquisition of Putnam Bank. As of June 30, 2020, the twenty Connecticut-chartered savings banks collectively operated 270 offices with aggregate deposits of \$20.4 billion. Within the Connecticut market, this group of institutions operated 269 offices with aggregate deposits of \$20.4 billion.

Connecticut-Chartered Uninsured Bank

UPS Capital Business Credit (UPSCBC), a wholly-owned subsidiary of UPS Capital Corp., the financial services division for the United Parcel Service (UPS), operates under an uninsured depository bank charter and does not accept retail deposits. UPSCBC focuses on originating, underwriting, and managing various small business and government guaranteed loan products.

On August 22, 2017, a temporary certificate of authority to organize an uninsured bank was issued to TNB USA Inc. On January 25, 2019, the temporary certificate was extended eighteen months to August 22, 2020. On August 18, 2020, the temporary certificate was extended for an additional eighteen month period to February 22, 2022 to allow the financial institution to organize.

Connecticut-Chartered Trust Banks

There were two Connecticut-chartered trust banks operating in Connecticut, Voya Institutional Trust Company and Voya Investment Trust Company. As of December 31, 2020, their combined fiduciary and related trust assets were \$148.7 billion. This total consisted of \$10.3 billion in managed assets and \$126.7 billion in non-managed assets, with an additional \$11.7 billion in custody and safekeeping assets.

Connecticut-Chartered Bank Name Changes

No Connecticut-chartered banks changed names during 2020.

Connecticut-Chartered Banks' Fiduciary & Related Trust Assets

As of December 31, 2020, seven Connecticut-chartered banks operated trust Departments with fiduciary and related trust assets of \$5.3 billion, consisting of \$2.8 billion in managed assets and \$2.4 billion in non-managed assets, with an additional \$619 million in custody and safekeeping assets.

Connecticut-Chartered Credit Unions

As of December 31, 2020, there were twenty-eight Connecticut-chartered credit unions operating in the State. The number of state-chartered credit unions remained unchanged from year end 2019.

Connecticut-Chartered Credit Unions' Consolidated Financial Condition & Operating Results

Connecticut-chartered credit unions reported total assets of \$8.2 billion as of December 31, 2020, a 13.0% increase from December 31, 2019. Aggregate shares and deposits totaled \$7.3 billion as of December 31, 2020, a 14.6% increase from December 31, 2019. Total loans were \$4.4 billion as of December 31, 2020, a 3.2% increase from December 31, 2019. Total net worth for Connecticut-chartered credit unions was \$745 million for December 31, 2020, a 3.5% increase versus December 31, 2019. Connecticut-chartered credit unions' earnings performance for 2020 declined from the prior year level, generating a ROA of 0.31% versus 0.54% for 2019. Earnings were impacted by a twenty basis point year-over-year decline in the net interest margin from 2.34% to 2.14%.

Federal & Out-of-State Banks

In addition to the twenty-six Connecticut-chartered, insured depository institutions operating in the state as of December 31, 2020, there were thirteen banks chartered by a state other than Connecticut. Of the thirteen banks, three did not hold deposits in Connecticut. Two of these banks operated loan production offices (LPOs) and one operated a branch limited to trust services. There were also seventeen national banks and four federal savings associations regulated by the Office of the Comptroller of the Currency (OCC) operating in the state. Five of the national banks and three of the federal savings associations are headquartered in Connecticut. One of the national banks operated LPOs and an office that accepts only government deposits.

Community Reinvestment Act (“CRA”)

Since 1990, the Banking Commissioner has assessed the community reinvestment performance of state-chartered banks and state-chartered community credit unions, and to consider their reinvestment efforts as a basis for approving or denying expansion activity.

CRA Ratings of Connecticut-Chartered Banks & Credit Unions As of December 31, 2020

Institution Type	#	Outstanding	Satisfactory	Needs Improvement	Not Rated
Connecticut-chartered Savings Banks	20	4	16	0	0
Connecticut-chartered Commercial Banks	6	0	5	1	0
Connecticut-chartered Credit Unions*	28	1	13	0	14
Totals	54	5	34	1	14

* CRA examinations are applicable only for credit unions that meet BOTH of the following criteria: 1. Community fields of membership and 2. Have total assets over \$10 million. As of December 31, 2020, fourteen Connecticut-chartered credit unions met these criteria, and fourteen did not.

Federal & Out-of-State Trust Entities

In addition to the two Connecticut-chartered trust banks operating in Connecticut as of December 31, 2020, there were three limited purpose trust companies chartered by states other than Connecticut; and one national bank limited to trust activities in Connecticut.

Federal & Out-of-State Credit Unions

In addition to the twenty-eight Connecticut-chartered credit unions operating in the State as of December 31, 2020, there were sixty-two federally-chartered credit unions headquartered in Connecticut, nine federally-chartered credit unions headquartered out-of-state, and one credit union chartered by a state other than Connecticut. All credit unions operating in Connecticut are insured by the National Credit Union Administration (NCUA).

Foreign Banking Organizations

As of December 31, 2020, there was one branch office and one representative office of foreign banking organizations supervised by Connecticut operating in the State.

A branch of a foreign banking organization is a legal and operational extension of its parent organization and, as such, may conduct a full range of banking activities including: trading and investment activities; accepting wholesale and foreign deposits, but not retail deposits; granting credit; and acting as a fiduciary.

A representative office, the simplest form of organization for foreign banking organizations to establish, may only engage in representational and administrative functions and may not make any business decisions on behalf of the foreign bank. A representative office serves as a liaison between the head office of the foreign banking organization and its customers and correspondent banks in the United States, often soliciting business for the account of the head office.

Connecticut Supervised Foreign Banking Organizations

Institution Name	Office Type	Approval/ License Date	Assets As of 12/31/2018 (\$ millions)	Assets As of 12/31/2019 (\$ millions)	Assets As of 12/31/2020 (\$ millions)
Bank of Ireland	Branch	6/15/2006	1,265	1,622	1,647
Royal Bank of Scotland plc	Representative Office	2/1/2017	Representative Offices do not hold assets.		

**Banking Institutions in Connecticut
(As of 12/31/2020)**

Banking Institution	Total Assets (in thousands)	Number of Branches	Number of Employees
Liberty Bank	6,973,520	60	702
Union Savings Bank	2,735,497	26	343
Bankwell Bank	2,251,445	13	125
First County Bank	1,966,625	18	221
Fairfield County Bank	1,717,248	16	261
Ion Bank	1,661,727	22	276
Newtown Savings Bank	1,573,156	18	243
Chelsea Groton Bank	1,445,224	14	212
Thomaston Savings Bank	1,369,376	14	221
Salisbury Bank and Trust Company	1,293,663	14	174
Savings Bank of Danbury	1,262,604	15	180
Fieldpoint Private Bank & Trust	1,025,818	2	108
Dime Bank	988,299	13	159
The Guilford Savings Bank	970,977	6	119
The Torrington Savings Bank	894,378	9	114
Essex Savings Bank	485,522	8	121
The Milford Bank	482,224	8	81
The First Bank of Greenwich	457,535	3	49
DR Bank	438,303	2	55
Northwest Community Bank	411,839	6	68
Jewett City Savings Bank	362,312	7	83
Stafford Savings Bank	339,934	3	31
Litchfield Bancorp	310,866	6	55
Eastern Connecticut Savings Bank	222,178	5	54
Collinsville Bank	192,106	3	38
New Haven Bank	156,437	1	18
TOTALS	\$ 31,988,813	312	4,111

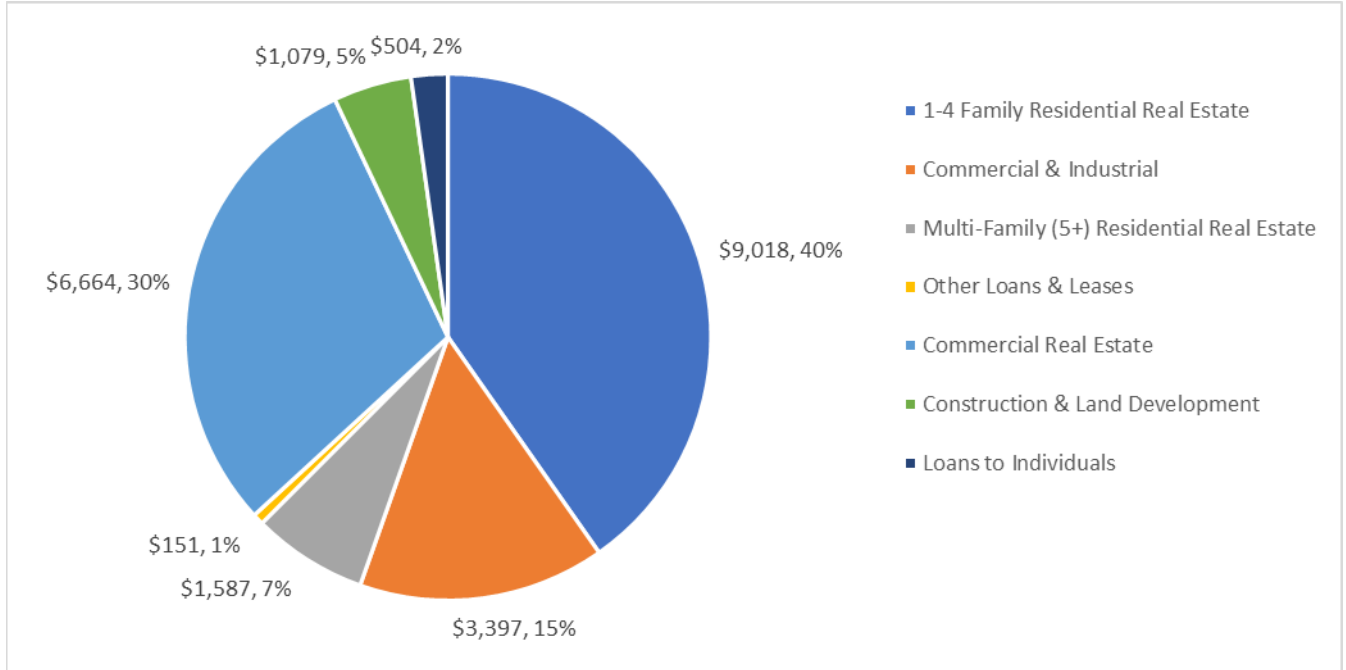
**Credit Unions in Connecticut
(As of 12/31/2020)**

Credit Union	Total Assets (in thousands)	Number of Branches	Number of Employees
Connecticut State Employees Credit Union	\$2,241,925	7	67
American Eagle Financial Credit Union	2,185,404	20	338
Sikorsky Financial Credit Union	949,372	14	145
Connex Credit Union	766,376	8	138
Nutmeg State Financial Credit Union	505,691	10	81
Dutch Point Credit Union	402,719	8	68
Mutual Security Credit Union	335,855	10	65
Achieve Financial Credit Union	162,953	4	39
Finex Credit Union	101,532	2	35
State Police Credit Union Inc.	70,888	2	7
Cornerstone Community Credit Union	63,061	4	14
America's First Network Credit Union	48,479	6	16
First Connecticut Credit Union	45,162	1	17
Soundview Financial Credit Union	41,771	2	9
Norwalk Hospital Credit Union	39,329	1	5
Northwest Hills Credit Union	37,186	1	10
Members Credit Union	36,396	1	11
Metropolitan District Employees Credit Union	27,191	1	5
New Haven County Credit Union	24,390	3	5
Stamford Healthcare Credit Union	22,568	1	4
Community Healthcare Credit Union	15,885	1	4
Community Credit Union of New Milford	15,400	2	7
Northeastern CT Health Care Credit Union	10,015	1	4
New Haven Firefighters Credit Union	7,780	1	3
Regional Water Authority Employees Credit Union	6,499	1	3
Trumbull Credit Union	3,827	1	2
New London Municipal Employees Credit Union	3,233	1	3
Kief Protective Mutual Benefit Association Credit Union	1,051	1	1
TOTALS	\$8,171,938	115	1,106

*Total on this page may differ from other reports due to rounding.

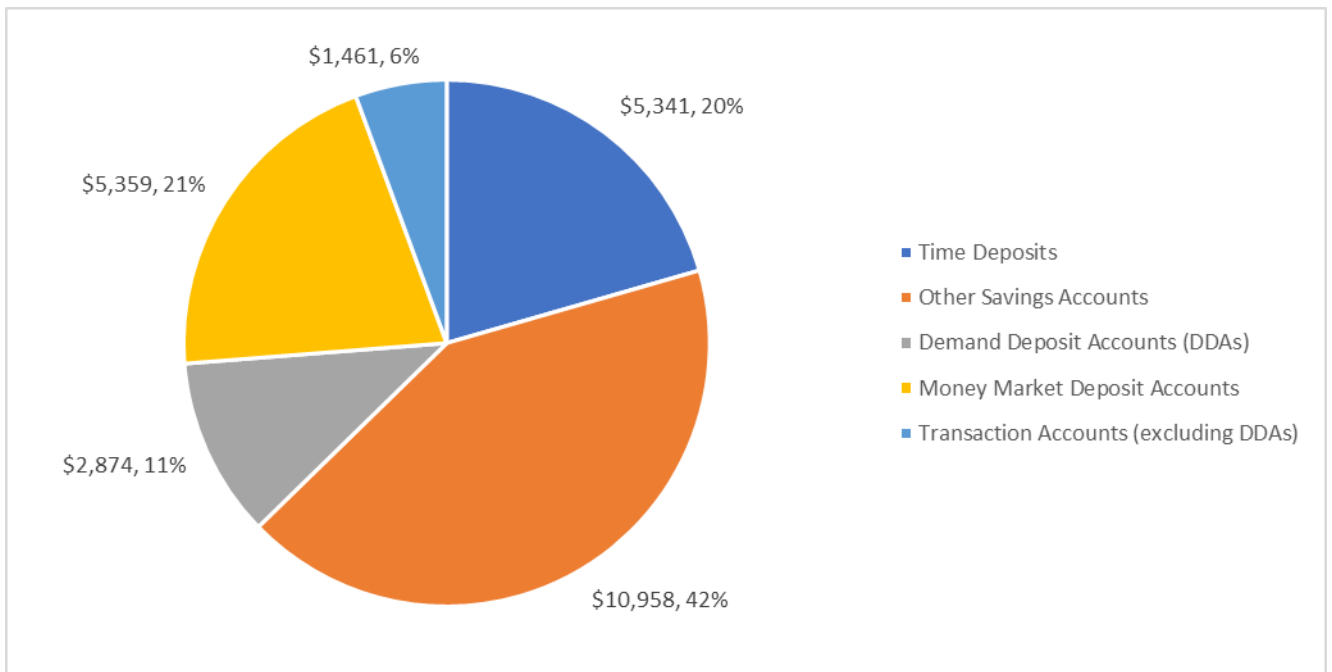
Connecticut-Chartered Banks' Gross Loans & Leases and Total Deposits Composition

**Gross Loans & Leases of Connecticut-Chartered Banks
December 31, 2020
(Millions & %)**

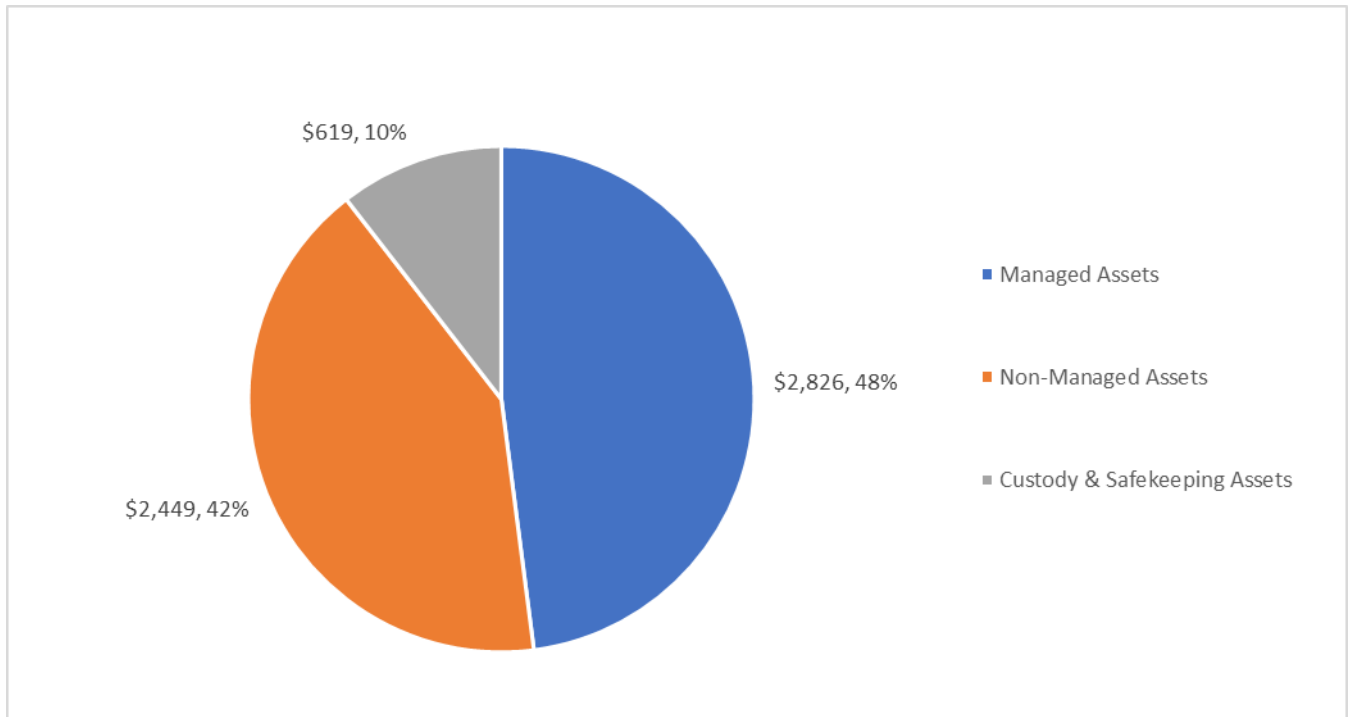


The above graph does not include Farmland & Farm loans totaling \$10.8 million, or less than 0.05% of gross loans.

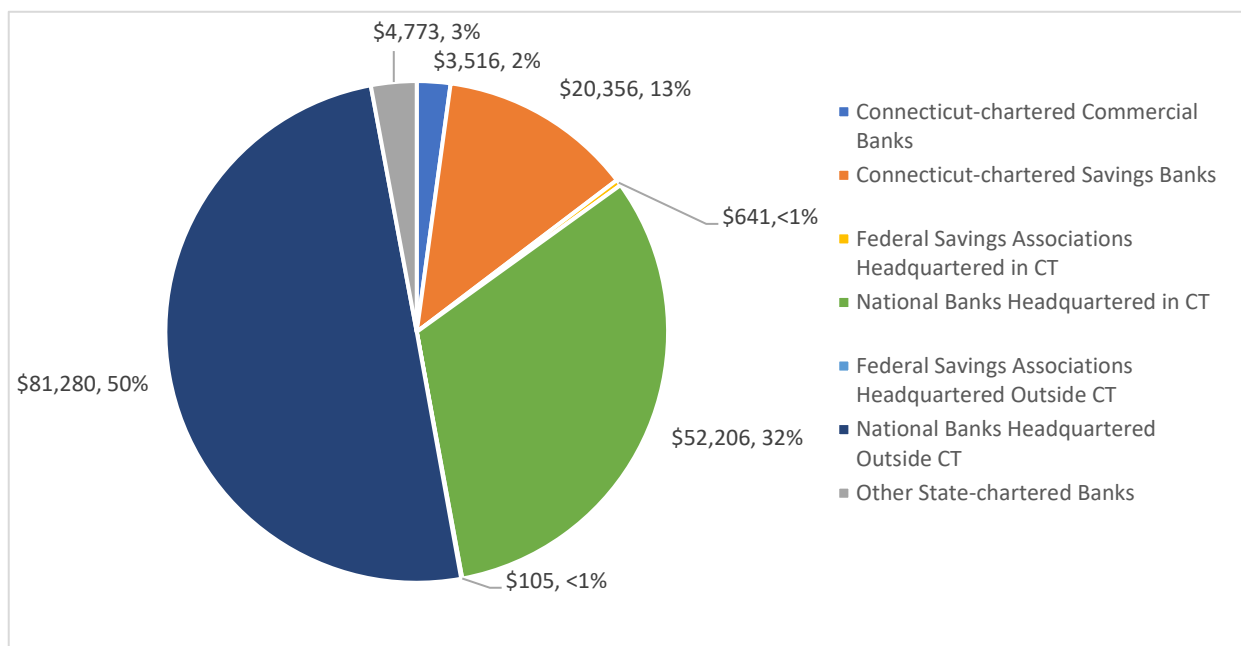
**Total Deposits of Connecticut-Chartered Banks
December 31, 2020
(Millions & %)**



**Fiduciary & Related Trust Assets of Connecticut-Chartered Banks
December 31, 2020
(Millions & %)**

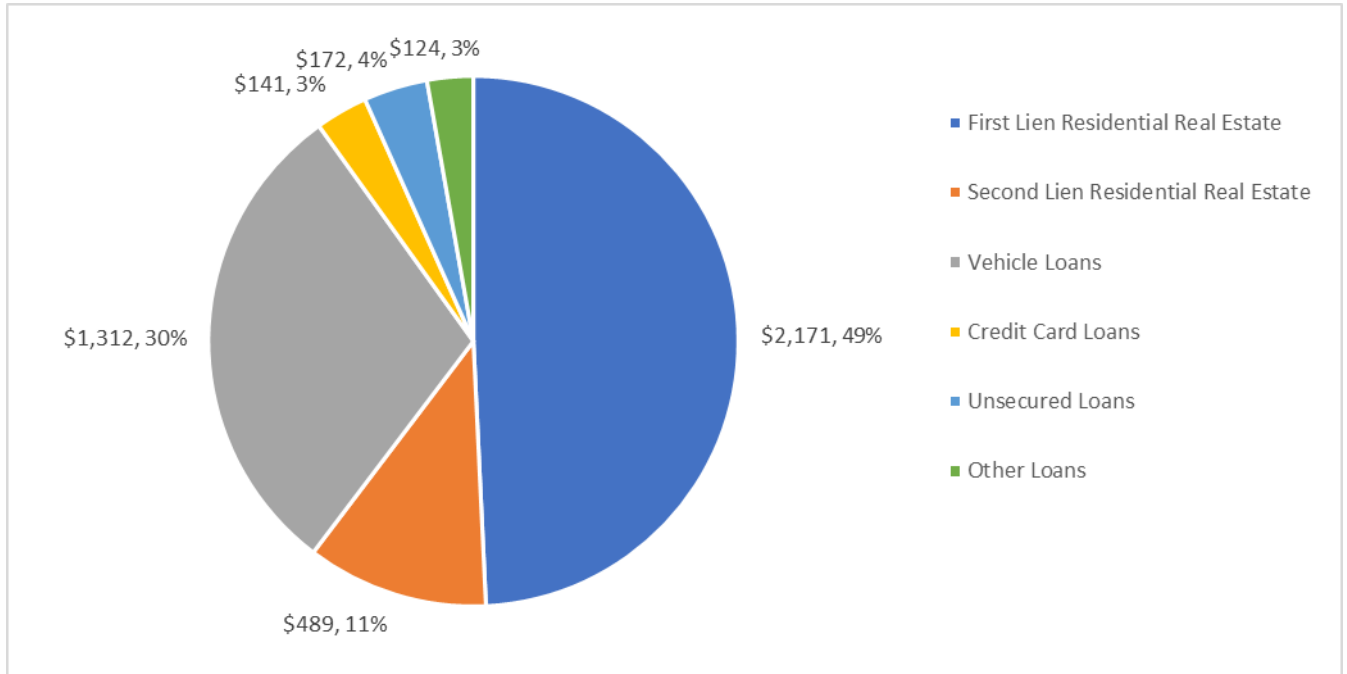


**Connecticut Deposit Market Share by Charter Type
June 30, 2020
(Millions & %)**

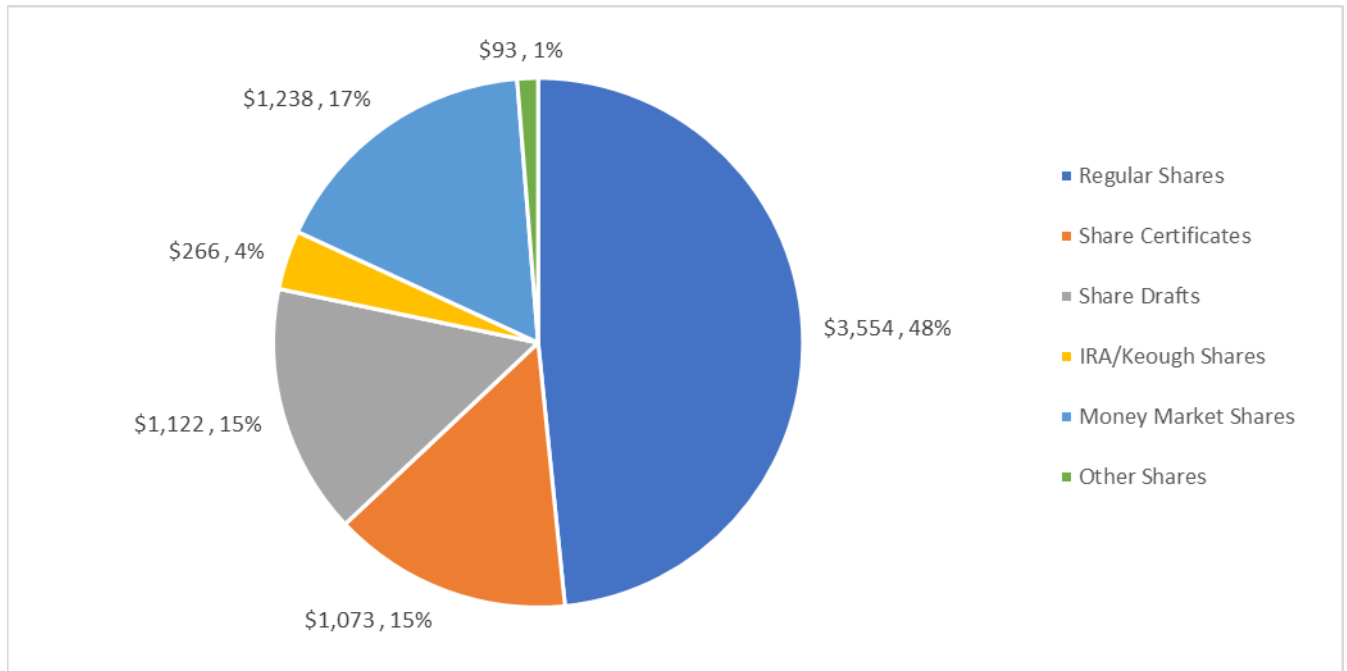


Connecticut-Chartered Credit Unions' Total Loans and Total Shares/Deposits Composition

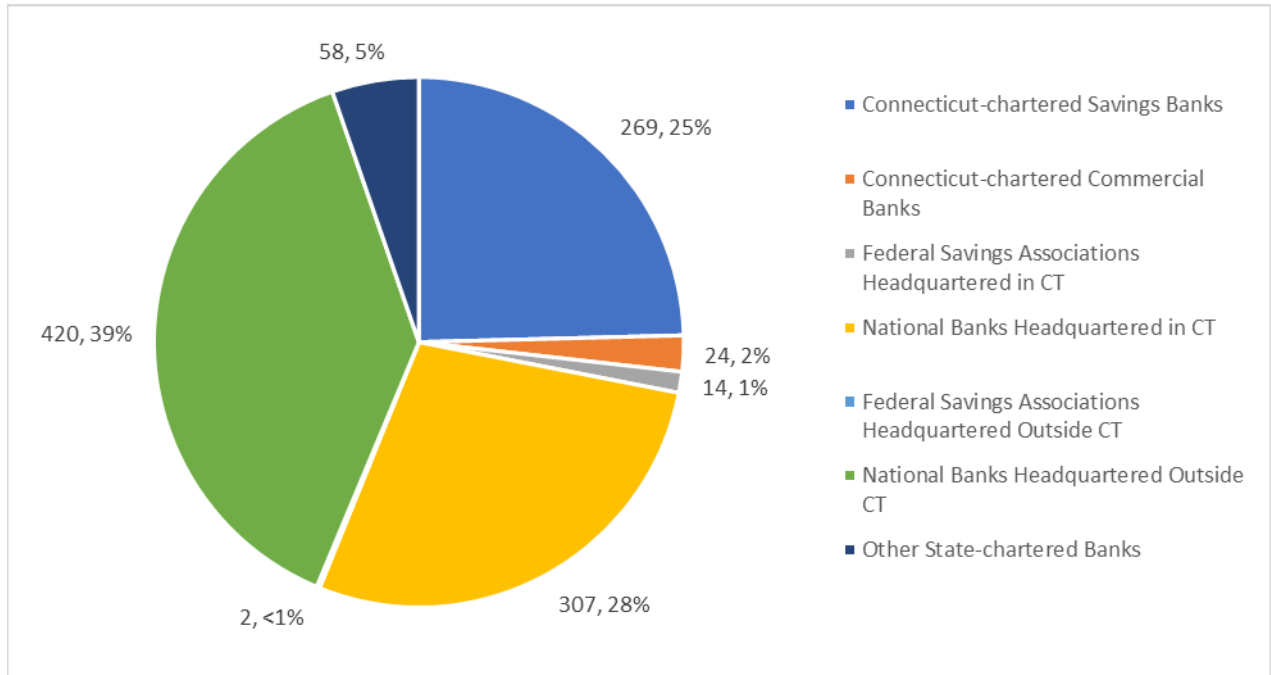
**Total Loans of Connecticut-Chartered Credit Unions
December 31, 2020
(Millions & %)**



**Total Shares/Deposits of Connecticut-Chartered Credit Unions
December 31, 2020
(Millions & %)**



**Bank Branches in Connecticut by Charter Type
June 30, 2020
(Number & %)**



DIVISION ACTIVITIES WITH INDUSTRY PARTNERS

Bank Compliance Association of Connecticut Regulators Forum

On February 27, 2020, Banking Department Manager Todd Prout and Attorney Matthew Saunig presented at a joint regulatory forum with the Federal Deposit Insurance Corporation (FDIC) and Federal Reserve Bank sponsored by the Bank Compliance Association of Connecticut, Inc. (BCAC). Topics spanned a variety of areas including CRA, reporting, cannabis and examination issues.

National Association of State Credit Union Supervisors

On July 19-20, 2020, Division Director Mary Ellen O'Neill, as a member of the National Association of State Credit Union Supervisors (NASCUS) Board, participated in the NASCUS Regulators-Credit Union Exchange Meeting. This was a virtual meeting with the CEOs of the nation's largest credit unions, i.e., those with assets in excess of \$10 Billion. The exchange promoted dialogue with regulators, including National Credit Union Administration (NCUA) Chairman Rodney Hood, and industry leaders spanning a wide range of topics.

On August 26, 2020, Department of Banking staff participated in the Annual NASCUS Summit. The virtual event included the NASCUS annual meeting along with presentations by leading credit union industry experts C. Alan Peppers and John Lass.

Directors College

On September 11, 2020, Division Director Mary Ellen O'Neill participated in the virtual Directors College sponsored by the Connecticut Bankers Association and the FDIC.

Community Bankers Survey

In May 2020, the Department of Banking distributed the Conference of State Bank Supervisors (CSBS) National Survey of Community Banks to promote participation of community banks in providing data and feedback that is utilized by the researchers and academic participants in the national conference.

Participation in the "Community Banking in the 21st Century" Research and Policy Conference

The 21st Century Research and Policy Conference, co-sponsored by the Federal Reserve System, the FDIC and the CSBS, was held virtually on September 30, 2020 and October 1, 2020. The conference brought together community bankers, academics, policymakers and bank regulators to discuss the latest research on community banking. College students from across the country participated in the 2020 Community Bank Case Study Competition, and the winning group presented at the conference alongside community bankers and key regulatory officials.

ACUSO Regulators Panel

On November 10, 2020, Division Director Mary Ellen O'Neill served on a regulators panel for the Association of Credit Union Senior Officers (ACUSO) annual "Meet the Regulators" meeting.

Also serving on the panel were representatives from the NCUA, and the Massachusetts and New Hampshire regulatory agencies.

Commissioner's Industry Engagement

Throughout the year, the Commissioner engaged the public and industry professionals to discuss important issues confronting the financial services industry.

On February 19, 2020, Commissioner Jorge Pèrez was a speaker at the annual Center for Financial Training (CFT) Forum, providing a Department of Banking update to the banking industry.

On December 7, 2020, Commissioner Pèrez took part in the CSBS Board of Directors virtual meeting. Commissioner Pèrez also joined the CSBS Supervisors Symposium, which was held virtually December 9-10, 2020.

CONSUMER CREDIT DIVISION

Subject to the general supervision of the Banking Commissioner, the Consumer Credit Division is charged with administering Chapter 668 of the Connecticut General Statutes, Non-depository Financial Institutions, and Chapter 669 of the Connecticut General Statutes, Regulated Activities.

The Division is responsible for the licensing and examination of the following non-depository financial institutions: mortgage lenders, brokers and originators; mortgage servicers; loan processors and underwriters and lead generators of residential mortgage loans; sales finance companies; small loan lenders; check cashing services; payment instrument providers; money transmitters; debt adjusters; debt negotiators; consumer collection agencies; and student loan servicers. The Division is also responsible for the enforcement of the state's banking laws related to these entities and for regulating certain activities regarding: collection practices of creditors; interest and finance charge rebates; consumer credit reporting; mortgage processing; mortgage servicing; mortgage insurance; Connecticut abusive home loan lending practices; other mortgage and loan practices; retail installment sales financing; and the Truth-in-Lending Act.

Activities

During 2020, the Consumer Credit Division through the Nationwide Multi-State Licensing System and Registry (NMLS) investigated, vetted and processed applications for all of the financial services industries subject to licensing under the Commissioner's jurisdiction. In addition to licensing mortgage lenders, correspondent lenders, brokers, mortgage servicers, loan originators, loan processors and underwriters, NMLS functionality allows the Division to maintain licensees on the system for money transmitters, consumer collection agencies, check cashing services, debt adjusters, debt negotiation, sales finance companies, small loan companies and student loan servicers. By year-end, the Division issued a total of 1,085 main office licensed locations and 418 branch office licensed locations in the non-mortgage area, bringing the total licenses in the financial service industries to 1,503.

The total licenses issued for mortgage lenders, correspondent lenders and mortgage brokers for 2020 was 589 main office locations, with an additional 994 licensed branch locations. The total number of mortgage servicer main office locations was 82 with an additional 37 licensed branch locations. The Division issued three lead generator licenses in 2020. The number of applications approved for mortgage loan originators totaled 9,894 and an additional 222 applications were approved for loan processors and underwriters.

A number of administrative actions resulted after examination of our licensees. One significant enforcement matter that was resolved in 2020 involved both a multi-state mortgage origination and servicing examination of a licensed mortgage company that was found to have violated a number of federal and state-specific laws. Connecticut borrowers received restitution totaling in excess of \$1.2 million representing approximately 1,598 accounts, with a total restitution amount of over \$88 million for all residents affected in the examining states.

As a direct result of Consumer Credit activities, the Department was able to secure over \$1.1 million in reimbursements, restitution and rescission offers to Connecticut consumers. This number included over \$802,000 returned to 311 Connecticut consumers in 2020 which stemmed from a multi-state examination of a licensed sales finance company that was found to have made improper calculations of the deficiency balance after repossessing vehicles in Connecticut.

A total of 36 administrative actions were issued across all license types, resulting in the imposition of \$404,342 in civil penalties. The Division has also made referrals to other state and federal agencies for further investigation.

In addition to leading multi-state examinations, members of the Division were actively involved in national and multi-state initiatives by participating in various task forces or work groups involving the Conference of State Bank Supervisors, the Consumer Financial Protection Bureau, the North American Collection Agency Regulatory Association, and the American Association of Residential Mortgage Regulators.

NMLS Modernization

In response to the 2008 Financial Crisis, Congress passed the Secure and Fair Enforcement for Mortgage Licensing Act (SAFE Act) expanding licensing requirements in the mortgage industry. To comply with the Federal Law, Connecticut passed its own version of the SAFE Act in 2010 and began using what was then called the National Mortgage Licensing System (NMLS). The Conference of State Bank Supervisors (CSBS) developed NMLS to assist state banking regulators to comply with the SAFE Act. The majority of states now use this national database for licensing and renewals. As the system grew, other license types were added, and in 2017, by order of the Commissioner, all license types for the Consumer Credit Division were required to use NMLS, now called the Nationwide Multistate Licensing System.

Working with CSBS, the Consumer Credit Division has been participating in upgrading the now nearly 10-year old system, to rebuild NMLS on a modern platform – moving from a forms-based system to a data-driven, risk-focused system for managing license renewal, registration, and financial reporting.

State Examination System

As part of the Division's efforts to increase and maximize the efficiency of its examination process, Consumer Credit has participated in CSBS's development of a new State Examination System (SES). This is a system being built by state regulators for state regulators and the companies they supervise. Our examiners have been actively learning and using the new system to conduct our examinations in all our regulated industries. Staff continue to participate in all SES trainings and meetings in order to become proficient and provide communication to CSBS as needed to produce a highly efficient and useful examination system. In 2020, the Division successfully trained all Financial Examiners in the mortgage and money services area and successfully conducted over 30 examinations on the State Examination System. The Division is well positioned to train the remaining Financial Examiners in the consumer finance area in the first quarter of 2021.

**Enforcement Activities
Consumer Credit Division**

	2020
Investigations Opened	49
Investigations Closed	69
Investigations in Progress	72
Subpoenas Issued	7
Consent Orders	16
Settlement Agreements	0
Notices of Intent to Refuse to Renew (Licensing)	0
Refusing to Renew Orders (Licensing)	0
Notices of Intent to Revoke (Licensing)	1
Denial Orders (Licensing)	1
Summary Suspension Orders (Licensing)	0
Automatic Suspension Orders (Licensing)	1
Revocation Orders (Licensing)	0
Notices of Intent to Impose Civil Penalty	1
Orders Imposing Civil Penalty	15
Notices of Intent to Issue Cease and Desist Orders	1
Temporary Cease and Desist Orders	1
Cease and Desist Orders	1
Findings of Fact Conclusions of Law and Order	1
Activity Restrictions/Bars	1
Repayment of Fees Ordered	\$2,479,130
Civil Penalties Imposed	\$404,342
Restitution/Rescission offers	\$1,110,298
Law enforcement actions taken through cooperation with DOB	0
Referrals to Connecticut Attorney General	0
Other Agency Referrals	4

**Examinations / Investigations
Consumer Credit Division**

License Type	Examinations/Investigations 2020
Mortgage Brokers, Mortgage Lenders, Mortgage Correspondent Lenders, Mortgage Servicers, Loan Processors/Underwriters and Mortgage Loan Originators	46
Money Transmitters	10
Check Cashers	3
Consumer Collection Agencies, including Debt Buyers	20
Debt Adjusters	0
Debt Negotiators	3
Small Loan Companies	9
Sales Finance Companies	6
Student Loan Servicers	11
Lead Generator	0

**Consumer Credit Licensees
As of Year End
12/31/2020**

License Type	2020
Licensed Mortgage Companies	589
- Licensed Mortgage Branches	994
Mortgage Loan Originators	9894
Loan Processor/Underwriters	222
Mortgage Servicers	82
- Servicer Branches	37
Lead Generators	3
Money Transmitters	148
Check Cashers	57
- Check Casher Branches	66
Consumer Collection Agencies	612
- Collection Agency Branches	244
Debt Adjusters	28
- Debt Adjuster Branches	13
Debt Negotiators	6
- Debt Negotiator Branches	1
Small Loan Companies	61
- Small Loan Company Branches	11
Sales Finance Companies	130
- Sales Finance Company Branches	61
Student Loan Servicers	43
- Student Loan Servicer Branches	22
Bona Fide Nonprofit Organizations	6
Exempt Registrants	34

Consumer Credit Licensees
New Licenses
As of Year End
12/31/2020

License Type	New Licenses Issued 2020	Number Not Renewed 2020	Net New Licenses
Mortgage Broker	24	15	9
Mortgage Broker Branch	8	8	0
Mortgage Correspondent Lender	0	2	(2)
Mortgage Correspondent Lender Branch	1	0	1
Mortgage Lender	21	10	11
Mortgage Lender Branch	280	120	160
Mortgage Loan Originator	3264	2439	825
Loan Processor/Underwriter	58	65	(7)
Mortgage Servicer	5	18	(13)
Mortgage Servicer Branch	2	7	(5)
Check Casher	7	2	5
Check Casher General Facility Branch	1	1	0
Check Casher Limited Facility Branch	0	0	0
Consumer Collection Agency	31	34	(3)
Consumer Collection Agency Branch	23	32	(9)
Debt Adjuster for Profit	0	1	(1)
Debt Adjuster for Profit Branch	0	0	0
Debt Adjuster Non Profit	0	0	0
Debt Adjuster Non Profit Branch	0	0	0
Debt Negotiation	1	1	0
Money Transmitter	23	7	16
Sales Finance Company	12	5	7
Sales Finance Branch	8	4	4
Small Loan Company	13	9	4
Small Loan Branch	2	0	2
Student Loan Servicer	3	3	0
Student Loan Servicer Branch	12	0	12

SECURITIES AND BUSINESS INVESTMENTS DIVISION

Subject to the general supervision of the Banking Commissioner, the Securities and Business Investments Division is primarily responsible for administering Chapter 672a of the Connecticut General Statutes, the Connecticut Uniform Securities Act, and Chapter 672c of the Connecticut General Statutes, the Connecticut Business Opportunity Investment Act.

The Division is responsible for: 1) the registration of securities and business opportunity offerings for sale in Connecticut; 2) the registration of broker-dealers, agents, investment advisers and investment adviser agents as well as the registration of broker-dealer and investment adviser branch offices; 3) the examination of broker-dealer, investment adviser and branch office registrants; and 4) enforcement of the state's securities and business opportunity laws.

Starting in the second quarter of 2020, the COVID-19 pandemic prompted the agency to close its office, and Division personnel began working remotely. To meet the challenges, the Division successfully implemented a system for conducting examinations remotely and allowing filers to make their filings and remittances electronically. The use of Microsoft Teams proved to be an effective tool in maintaining Division communications. The agency also implemented a system for conducting hearings remotely. While the long-term economic impact of COVID-19 on securities issuers, broker-dealers and investment advisers remains to be seen, the Division was able to overcome the operational challenges caused by the pandemic through the efficient use of technological resources.

Activities

During this report period, the Division continued to monitor industry developments affecting the securities industry and the Division's oversight responsibilities under the Connecticut Uniform Securities Act. In addition, during the final quarter, the Division launched an online filing option for securities private offerings. Developed by the North American Securities Administrators Association, Inc. ("NASAA"), the online Electronic Filing Depository platform promises to promote efficiency and make compliance easier for securities issuers who may now make their filings simultaneously in multiple states. The system also allows members of the public to conduct free online searches of filings made through the system.

For the calendar year 2020, Securities and Business Investments Division intervention resulted in restitution and rescission offers to the investing public totaling \$1,654,526. In addition, the Division imposed \$3,713,236 in fines for violations of the state's securities laws. Of this amount, \$813,236 was attributable to Division settlements and the balance was due to formal agency orders imposing fines.

During the year, the Division pursued a number of enforcement cases involving firm supervisory lapses that lead to dishonest or unethical practices being committed by agents. The Division also took action against individuals who misappropriated investor monies or who were otherwise involved in fraudulent conduct relating to the sale of securities. These efforts have also resulted in various referrals to other law enforcement agencies including the Department of Justice and the Federal Bureau of Investigations for further investigation and/or criminal prosecution.

In conjunction with the Division's enforcement program, a total of forty-four securities and business opportunity investigations were opened in 2020, fifty-five investigations were closed and eighty-seven investigations were in progress as of December 31, 2020.

Prior to closing, many of the securities and business opportunity-related complaints and investigations were resolved at the administrative level. Administrative resolutions of enforcement matters typically took the form of remedial Stipulation and Agreements and Consent Orders wherein the Division sought corrective measures as well as monetary fines. The Department executed thirteen Consent Orders and seven Stipulation and Agreements in calendar year 2020. Three matters involved activity restrictions or the barring of affected individuals from securities-related activity in Connecticut. The Division found the use of Stipulation and Agreements and Consent Orders to be an effective supplement to its array of enforcement tools.

The Securities and Business Investments Division also continued online publication of its quarterly Securities Bulletin, delivered via Constant Contact, to advise the industry of new regulatory developments.

During 2020, several Division employees represented the Department on Project Groups and Committees of the North American Securities Administrators Association, Inc. (NASAA). NASAA is a voluntary association whose membership consists of sixty-seven state, provincial, and territorial securities administrators in the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Canada, and Mexico.

The Securities Advisory Council, comprised of industry representatives, academics and members of the bar, all of whom serve without compensation, assists the Division by offering advice and insight to the Commissioner and staff on proposed regulatory initiatives. The Division obtained valuable feedback from Advisory Council members regarding the agency's investor protection mission.

**Securities Industry Registrants and Notice Filers
As of Year End**

	2016	2017	2018	2019	2020	5 Year % Change
Broker-dealer firms	2,139	2,116	2,061	2,039	1,978	(7.53)
Broker-dealer agents	159,184	163,204	166,612	168,913	172,879	8.18
Broker-dealer branch offices	2,599	2,568	2,530	2,488	2,387	(8.16)
Investment Adviser firms	509	491	483	484	467	(8.25)
SEC Registered Investment Advisory Firms Filing Notice*	2,042	2,119	2,165	2,219	2,240	9.70
Investment Adviser Agents	12,937	13,579	14,380	14,867	15,181	17.35

*Investment advisers subject to exclusive Securities and Exchange Commission registration pursuant to the National Securities Markets Improvement Act of 1996, Public Law 104-290.

**Registrations and Notice Filings
Securities and Business Opportunities**

	2016	2017	2018	2019	2020	5 Year % Change
Offerings Reviewed	172	198	140	129	102	(40.70)
Investment Company Notice Filings*	9,751	9,218	9,095	8,973	8,550	(12.32)
Exemptions and Exemptive Notices†	3,389	3,806	4,155	4,446	4,866	43.58

*Effective October 11, 1996, the National Securities Markets Improvement Act of 1996 (NSMIA), Public Law 104-290, preempted the states from registering securities offerings by investment companies subject to Securities and Exchange Commission oversight. State authority to require notice filings was preserved by the federal legislation.

†NSMIA also preempted the states from substantively reviewing private offerings under Rule 506 of federal Regulation D. State authority to require notice filings was preserved by the federal legislation.

**Examinations
Broker-dealers and Investment Advisers**

	2020	2019
Broker-dealers	77	132
Investment Advisers	143	155

**Enforcement Activities
Securities and Business Opportunities**

	2020	2019
Investigations Opened	44	62
Investigations Closed	55	59
Investigations in Progress	87	93
Subpoenas Issued	16	45
Administrative Actions	15	7
Consent Orders	13	10
Stipulation and Agreements	7	13
Notices of Intent to Deny (Licensing)	1	2
Notices of Intent to Revoke (Licensing)	3	0
Denial Orders (Licensing)	2	0
Suspension Orders (Licensing)	0	0
Revocation Orders (Licensing)	1	0
Notices of Intent to Fine	6	6
Orders Imposing Fine	11	2
Cease and Desist Orders	6	6
Activity Restrictions/Bars	3	3
Monetary Sanctions Imposed	\$3,713,236	\$315,140
Offered/Returned to Investors Following Informal Division Intervention	\$1,654,526	\$2,554,868
Criminal Referrals	1	3
Referrals to Connecticut Attorney General	3	3
Other Agency Referrals	3	1

GOVERNMENT RELATIONS AND CONSUMER AFFAIRS

The Government Relations and Consumer Affairs Division (GRCA) provides assistance to the public with inquiries and complaints regarding banking, mortgage lending and other consumer credit matters, rental security deposits, and securities and business opportunity issues. The Division directs the agency's legislative program, manages traditional and new media, and coordinates financial and investor education. It also implements various community outreach strategies.

Consumer Assistance

The Department of Banking protects Connecticut citizens and consumers who transact business with financial institutions and other financial service providers regulated by the Department. GRCA assists consumers with complaints and dispute resolution. In 2020, examiners in the Division handled approximately 2,155 telephone inquiries and 1,152 written complaints from the public, with an additional 481 telephone calls and inquiries through the Foreclosure Hotline, which provides invaluable assistance to homeowners at all stages of the foreclosure process. As a result of their efforts, the Department obtained \$338,701 in adjustments or reimbursements on behalf of consumers during the period. The security deposit investigator received approximately 821 telephone calls and 164 complaints related to rental security deposits in 2020. Following an investigation into each complaint, the Department recovered \$19,257.40 for tenants during this same time period.

Media Relations

The Government Relations and Consumer Affairs Division serves as the public face of the Department. As such, the Division coordinates all media requests and inquiries. In 2020, the Division fielded requests for information from media outlets on the local, state and national level. Business reporters contacting the agency regarding specific licensees or regulatory issues comprise the majority of press inquiries. Nonetheless, the Division is responsive to calls from all types of media outlets regarding a wide range of issues in the financial services sector.

Through the efforts of the Government Relations and Consumer Affairs Division, the Department utilizes social media as a means of communicating with its stakeholders that include consumers, investors, and industry professionals. Through its Facebook page ([facebook.com/ctdob](https://www.facebook.com/ctdob)) and its Twitter account (twitter.com/ctbanking), the Department shares news and updates, as well as financial education information, to the public and industry alike.

Outreach, Financial Literacy, and Industry & Consumer Education efforts

The primary focus of the Department's educational outreach program is to help Connecticut's consumers and investors make informed financial decisions and to learn how to avoid fraud and scams. Protecting seniors from financial exploitation has long been a priority, and Division staff continues to develop strategies to educate seniors as well as those that work with them.

Department staff are often called upon to share their expertise in helping consumers and investors learn about and avoid financial fraud. In January 2020, the agency's educational outreach coordinator joined law enforcement and banking representatives at an elder justice training for attorneys at the Chief State's Attorney's Office. She shared information about the agency's *SeniorSafe* trainings and how the agency provides resources to financial institutions. In January, she also participated on a panel of experts at a two-day training for social workers in the Department of Social Services' Protective Services for the Elderly (PSE) unit, and shared information regarding the Department's outreach initiatives and referrals to PSE. Two members of the Department's Securities Division joined for the second day of training and discussed financial fraud investigations.

The Department continued to pursue efforts to combat financial exploitation of seniors through the Financial Fraud Bingo program, which has proven to be a fun, interactive way to share important tips and reminders with seniors on smart ways to protect their money and avoid being scammed. The educational outreach coordinator presented five of these programs at senior centers and senior housing authorities in January and February 2020.

The Department is a member of the Connecticut Saves Campaign, a statewide initiative to encourage consumers to save regularly to improve their personal finances. The agency recognized Connecticut Saves Week (February 24-29, 2020) by hosting its eighth annual expo at the State Capitol in Hartford to promote smart money management, and by participating at a financial education expo for students at the Hartford Job Corps Academy. Daily e-mails were sent during Saves week to Department staff, as reminders to save automatically, save for retirement, save at tax time, and save for emergencies. The agency's outreach coordinator shared informative social media posts, sent encouraging e-mails throughout the week, and actively participated in a one-hour Connecticut Saves Twitter Chat.

In early March 2020, coronavirus altered the way the agency conducted educational outreach. The pandemic initially cleared the outreach calendar, cancelling all scheduled events when the Department of Banking, as with all state agencies, closed its offices to the public and staff began a full-time telework schedule. Nonetheless, thanks to modern technology, communicating through virtual platforms quickly became the new way to connect in real time. The agency's outreach coordinator developed a list of programs that could be presented virtually and offered them to libraries and other groups. The topics included coronavirus and other banking scams, managing debt and credit, government relief programs, financial exploitation, cybersecurity, and money management for teens.

By the end of 2020, she had participated in approximately 38 outreach events, 27 of which were virtual. (The eleven in-person events took place in early 2020 prior to the pandemic.) The topic of coronavirus scams was requested most often and featured new types of scams that emerged from the pandemic, including offers for test kits and cleaning supplies, and contact tracing scams. The outreach coordinator presented virtual programs to high school and college students on topics that included establishing credit, managing debt, and avoiding identity theft online.

Since in-person programs were not possible, the Department participated in *World Elder Abuse Awareness Day* on June 15, 2020 in a different way this year. The State's Long Term Care Ombudsman, who had been hosting regular "Facebook Live" chats, invited members of the Coalition for Elder Justice to join her that day for a special discussion on senior abuse. The Department's outreach coordinator shared information about the agency's Senior\$afe training for financial professionals, and the financial exploitation and fraud programs offered to seniors and their caregivers.

Through our outreach program, we utilize partnerships with state, federal and community organizations to empower seniors with the knowledge to protect their finances. In 2020, with outreach altered due to the pandemic, collaboration was a large part of the agency's success in continuing its mission to provide information to the community. In September 2020, the outreach coordinator joined a representative from the Area Agency on Aging of South Central Connecticut to provide a virtual financial fraud program that focused on coronavirus scams and Medicare fraud. On September 25, 2020, she partnered with the Chief Education and Outreach Officer from the Department of Consumer Protection to provide a joint fraud program for AARP's virtual *Fraud Fighting Fourth Friday* series.

The Department has utilized the *Senior\$afe* program to train financial professionals who work with seniors to identify and report signs of fraud and exploitation. The program, originated by the Maine Council for Elder Abuse and developed by the North American Securities Administrators Association (NASAA) for use by state regulators, explains the red flags of financial exploitation that seniors might exhibit and how to report suspicious behavior to Protective Services for the Elderly. In October 2020, the agency's outreach coordinator co-presented a virtual *Senior\$afe* program for credit union personnel along with a manager from the state's Protective Services for the Elderly (PSE) program. Attendees accessed the program via Zoom and the event was organized by the Credit Union League of Connecticut. *Senior\$afe* continues to receive positive feedback and encourages financial institutions to develop an internal protocol for dealing with suspected financial exploitation or fraud among their older customers.

Division staff remain active on several state coalitions, including the Coalition for Elder Justice in Connecticut, the Connecticut Jump\$tart Coalition for Personal Financial Literacy, the Connecticut Saves Coalition, and the Military Community Coalition. The Department is also a member of the BankOn coalition, a New Haven initiative designed to help unbanked and underbanked communities within the City. BankOn works with banks and credit unions to offer banking products and services to communities in need. As mentioned earlier, Commissioner Pèrez is a member of the Governor's Council on Women and Girls and is active on its Economic Opportunity & Workforce Equity Subcommittee. The agency's outreach coordinator serves on the financial literacy work group of this subcommittee.

Aligning with our mission to help provide financial education to Connecticut residents, the Department has continued its partnership with the State Department of Education (SDE). Under the terms of a long-standing MOU, SDE has continued to provide grant assistance to public schools and adult education programs across the state focusing on financial literacy.

These grants have been funded through enforcement efforts by the Securities Division of the Department of Banking.

Legislation

Each year the Department conducts an active legislative program coordinated by the GRCA Division. The Department had submitted a legislative package to the General Assembly, but the 2020 legislative session was suspended, effective March 12, 2020, due to the COVID-19 pandemic, and did not reconvene in advance of the adjournment of its regular session on May 6, 2020.

Government Relations and Consumer Affairs Division

Consumer Affairs	2020	2019
Telephone Inquiries	2,155	3,035
Written Complaints	1,152	929
Adjustments/Reimbursements on behalf of consumers	\$338,701.00	\$197,702.10

Rental Security Deposit	2020	2019
Telephone Inquiries	821	1,088
Written Complaints	164	185
Reimbursements on behalf of tenants	\$19,257.40	\$141,737.36

Foreclosure Hotline	2020	2019
Telephone Calls	481	853

CLOSING SUMMARY

The Department of Banking continues to build upon its work and accomplishments from previous years and maintains its reputation as a fair and common-sense regulator. While the coronavirus pandemic brought unexpected and sudden changes to the Department beginning in March, the year 2020 saw the continuation of several agency-wide initiatives, including the eLicense system as well as new technology to meet the needs of full-time telework. The Department of Banking met the unforeseen challenges brought upon by the pandemic by utilizing the Microsoft Teams platform to provide virtual communication among employees, and by integrating the phone systems with laptops to allow ease of external communication. Guidance was issued to licensees and registrants where needed (see page 8), and consumer and industry information and resources were continually posted to the agency website. From examinations and investigations, to meetings and consumer outreach, staff transitioned to virtual platforms to conduct its business remotely and ensure a high level of productivity across the agency. As we look ahead, we will continue to work with the Governor and his administration, and other state and federal partners to develop processes and systems that enhance our ability to deliver cost-effective services to both consumers and industry.