

Depository Financial Institution Electronic Delivery Replacing Traditional Mail Delivery

In order to improve our service, the Department is implementing electronic document and payment submission for correspondence, applications, and requests, including any applicable fees.

Regular Correspondence

Regular and ongoing correspondence should be submitted to the designated Department recipient through email. If confidential information is included in the correspondence, the financial institution can use their internal secure email system or contact the Department for secure email alternatives.

Applications and Other Requests

Applications and other requests will only be accepted through the Department's secure Citrix ShareFile. To initiate a Department request, you must first contact your Supervisory Manager to set up the Citrix ShareFile central point of contact connection for electronic submissions. If you do not know the assigned Supervisory Manager contact, you may contact Director of Supervision Pam Keane at pkeane@dbf.state.ga.us.

When communicating with your Supervisory Manager, the name, title, and email address for the person assigned with submitting the request will be necessary as the Citrix ShareFile link that will be provided is identified with that specific email. Citrix ShareFile submissions should be in pdf format **without encryption or password** protection due to the secured delivery format. The file should be named: *Institution Name_Application Type or Request Type* (e.g. Example Institution_ Dividend Request.pdf).

Application and Request Fees

If your request requires remittance of a fee, the Supervisory Manager will **confirm the fee amount** and **then provide electronic payment instructions**. Please **do not mail a check** as the Department is working toward accepting electronic payments only.

Please keep in mind that state law requires the Department to collect and remit fees that are due to the Secretary of State, when applicable to your application or request. These payments must be via check and the check must be **payable to the Secretary of State**. Your check will be voided if the check is made payable to the Department. Please include the name of the file that you submitted electronically in the memo line so that the items can be easily matched.

If you have questions regarding this email, then please contact Pam Keane at pkeane@dbf.state.ga.us. Thank you for your assistance.

*Message circulated through email to all Georgia state-chartered banks and credit unions on March 31, 2020.