# Business Operation Changes due to COVID-19

Due to the COVID-19 Coronavirus pandemic, our operations have been modified.

Please bear with us as we seek to keep our staff and you, our valued clients, safe. Let us work together to limit the spread of the novel coronavirus.

Please note the following, which will apply until further advised:

**Statutory Declaration FAQs**

Filing Statutory Declarations

1. What are your opening hours?

 Our revised opening hours are:

 **Monday to Thursday** 8:30 a.m. to 3:00 p.m.

 **Friday** 8:30 a.m. to 2:00 p.m.

1. Where do I submit my Statutory Declarations?

 Statutory declarations are to be delivered to:

 Director of Information and Complaints

 Integrity Commission

 45-47 Barbados Avenue

 2nd Floor

 Kingston 5

*The Oxford Road location of the Commission* ***will not accept*** *Statutory Declaration submissions.*

1. Am I required to wear a mask when visiting your organisation?

 All persons are required to wear a mask when visiting our office, which includes the Lobby area. You will not be allowed entry without the appropriate covering.

1. How do I submit my Statutory Declaration to the Commission?

 Statutory Declarations can be submitted using the following methods:

* **Drop Box**

Simply complete your declaration form, ensure it is signed by a Justice of the Peace, place your phone number and email address on the first page of the declaration form, place in a sealed envelope and drop it in the Drop Box provided at our Barbados Avenue location, as indicated at Question 2 above.

* **Courier Service**

 Complete your declaration form, ensure it is signed by a Justice of the Peace, place in a sealed envelope and engage a reliable Courier Service to deliver your declaration safely to our office.

* **Registered Mail**

 Complete your declaration form, ensure it is signed by a Justice of the Peace, place in a sealed envelope and send it to us by registered mail from your preferred Post Office.

1. At what times can I access the Drop Box?

 The Drop Box can be accessed at the following times:

 **Monday to Thursday** 8:30 a.m. to 3:00 p.m.

 **Friday** 8:30 a.m. to 2:00 p.m.

1. Will I be allowed to submit my declaration to a representative of the Commission when I visit the Office?

 For your safety and ours, we will not be collecting declarations face-to-face. However, your declaration can be placed in the Drop Box provided at our Barbados Avenue location.

1. Am I allowed to submit my declaration via e-mail?

 Statutory Declarations submitted by e-mail **will not be accepted**.

1. I am unable to get my supporting documents from the bank, what should I do?

We encourage all declarants to use online banking facilities to access their supporting documents. However, if you are unable to receive supporting documents immediately, submit your declaration and provide the supporting documents as soon as possible.

1. I have filed my Statutory Declaration using the Drop Box system; when will I get my receipt?

Receipts are currently being prepared for dispatch. However, due to employees working from home to limit the spread of COVID-19, it is anticipated this task will take an extraordinary length of time.

1. I have filed my Statutory Declaration using a Courier Service, when will I get my receipt?

Declarants who make submissions via Courier Service, are not issued a receipt. Please retain the receipt from the Courier, as proof of having delivered your declaration to the organisation.

1. I have filed my statutory declaration using Registered Mail, when will I get my receipt?

 Declarants who make submissions via registered mail are not issued a receipt. Please retain the receipt from the Post Office as proof of having delivered your declaration to the organisation.

1. If I have filed my Statutory Declaration by way of Courier or Registered Mail, what official proof can I get to show that I have filed?

 You can apply for a Status Letter from the Integrity Commission.

STATUS LETTER

1. What is a Status Letter?

 A Status Letter is a document issued by the Commission, showing all the periods for which a declarant has filed or have failed to file.

1. Who can apply for a Status Letter?

 All declarants can apply for a Status Letter.

1. I would like to obtain a Status Letter. How do I apply?

 To apply for a Status Letter, please follow the link: <https://integrity.gov.jm/statusletter>.

*Please note that we will not be able to provide you with information regarding your December 31, 2019 submission or other submissions made after February 28, 2020, at this time.*

1. I am required to submit a Status Letter to my organisation showing that I have filed all my statutory declarations due; how can I obtain this?

 To apply for a Status Letter please follow the link: <https://integrity.gov.jm/statusletter>.

*Please note, we will not be able to provide you with information regarding your December 31, 2019 submission or other submissions made after February 28, 2020 at this time.*

1. Will I be able to collect a physical copy of my Status Letter?

 No, all completed status letters will be sent to the e-mail address you provide on the application form.

1. May I complete a form and apply for a Status Letter on someone else’s behalf?

 Each declarant is required to complete and sign her/his own application.

1. How long will it take for me to receive my Status Letter?

 Your Status Letter will be sent to your email address within 3 to 5 business days.