

Potential Items and Actions to Take Relating to Personal / Consumer Debts in light of the Coronavirus Situation

Most of the government's attention and action has related to businesses and helping them stay in business during these unusual and challenging times. Items have been noted that are focused on the individuals and personal cash flows and either have been signed into law in the families First Coronavirus Response Act or will be once the House passes and the President signs the Coronavirus Aid Relief and Economic Security Act. More detail on the following items are on our website.

- Additional paid time-off for either sick or family leave
- Expanded unemployment benefits
- Direct recovery rebate payments to individual
- Student loan relief and deferment
- Delaying the filing and payment of individual income taxes

In addition to the above items, there are other steps that can be taken, and resources utilized to make the personal financial strain of this situation be less burdensome and stressful. In this document we address:

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- **Steps to take if you have trouble paying your bills or meeting other financial obligations**

If you have trouble paying your bills, or loans, or paying on time, there may be a number of options to help, especially if you reach out early to your lenders or creditors.

- **Contact your lenders and loan servicers**

If you're not able to pay your bills on time, contact your lenders and servicers to let them know about your situation. Being behind on your payments can have a lasting impact on your credit. The CFPB and other financial regulators have encouraged financial institutions to work with their customers to meet their community needs.

Credit card companies and lenders may be able to offer you a number of options to help you. This could include waiving certain fees like ATM, overpayments, and late fees, as well as allowing you to delay, adjust, or skip some payments.

When contacting your lenders, be prepared to explain:

- Your situation
- How much you can afford to pay
- When you're likely to be able to restart regular payments

➤ **MORTGAGES:** In the case of **mortgages**, be prepared to discuss your income, expenses and assets, and:

First, call your mortgage servicer. You can find the telephone number for your mortgage servicer on your monthly mortgage loan statement. If you don't get a monthly mortgage statement, look in the mortgage loan coupon book your lender gave you. You can also look on your mortgage servicer's website. If you don't know the name of your mortgage servicer, contact a HUD-approved housing counselor for help.

When you call your mortgage servicer, be prepared to explain:

- Why you are unable to make your payment
- Whether the problem is temporary or permanent
- Details about your income, expenses and other assets like cash in the bank
- If you are a service member and have received permanent change of station (PCS) orders. (This is important to mention, because you may qualify for loss mitigation options because of your military move.)

MANY LENDERS HAVE PROGRAMS TO DEFER MORTGAGE AND HOME EQUITY LINE OF CREDIT PAYMENTS.

In addition, many mortgage servicers have programs to help people avoid foreclosure. Your mortgage servicer will look at your situation to consider the options that may be available to you. The servicer may ask you to fill out a mortgage assistance application. After the servicer reviews the completed application, it will let you know what loss mitigation options, if any, it will offer to you.

IF the first step does not work or is not sufficient, then:

Next, call a HUD-approved housing counselor. Through the Department of Housing and Urban Development (HUD), you can find a housing counselor to help you. The counselor can:

- Discuss your situation and whether you qualify for any programs or additional help
- Help you understand the loss mitigation options your servicer offers and which options might work best for you
- Guide you through the process of working with your servicer and any other programs and paperwork you may need
- Help you at little or no cost with budgeting, credit card debt, or other financial problems that may be making it hard to pay your mortgage.

- You can use the CFPB's "Find a Counselor" tool to get a list of housing counseling agencies in your area that are HUD-approved. You can also call the HOPE™ Hotline, open 24 hours a day, seven days a week, at (888) 995-HOPE (4673).

What options might be available?

Some options that your servicer might make available include:

- Refinance
- Get a loan modification
- Work out a repayment plan
- Get forbearance
- Short-sell your home
- Give your home back to your lender through a “deed-in-lieu of foreclosure”

A HUD-approved housing counselor can help you figure out which available options may work best for you. You don't have to pay anyone to help you avoid foreclosure. The help you need is available at no cost to you from your servicer, or through a HUD-approved housing counseling agency.

➤ **AUTO LOANS:** If you are having trouble paying your auto loan payments your lender may have options that will help.

- If you think you may fall behind on your auto loan, call your lender and explain your situation. The sooner you contact your lender, the more choices the lender may be able to offer you. And since it's often more expensive for a lender to repossess your car than to work with you, your lender may be able to offer options that help you make your payments. Working with your lender also demonstrates a good-faith effort on your part to repay your debt.
- You should know that there may be extra costs to the payment options that your lender offers. For example, all of the options discussed below will increase the amount of interest you pay over the life of the loan to varying degrees; some options may increase your payment amount or the number of payments you owe. Learn more about the pros and cons of some of the options that may be available to you so that you can determine the best way to keep your car and not fall behind on your loan.

Option 1: Ask to change the date your payment is due.

- If you are current on your payments, but an unexpected hardship causes you to struggle to make your monthly payments—such as a change in the date you receive your paycheck—your lender may be able to adjust the date that your payment is due. If you believe your payment due date isn't in sync with when you receive your monthly income, call your lender and request a due date change to help you get back on track. Because interest accrues daily on those contracts, the amount of interest you owe between payments can change if there is a change of your payment date.

Option 2: Request a payment plan

- If you've already fallen behind in your payments, your lender may be able to offer you a payment plan to help you catch up and repay missed payments. The downside to payment plans is that, once the plan period ends and you must start making payments again, you may be required to make your monthly payment as well as a portion of the payments you missed. Because interest

accrues daily, per most contracts, the amount of interest you owe between payments can change when you request a payment plan.

Option 3: Ask for a payment extension/deferral

- If you are experiencing hardship that's going to last longer than what can be helped by a payment due date change but may not necessarily rise to the level needing a payment plan or are current and are proactively searching for hardship assistance, payment extensions may be an option for you. Payment extension plans vary by lender, and every lender has different criteria for evaluating your account. Some may limit the number of times you can defer payments. Some may not consider you qualified for an extension if you are behind on your payments. Reach out to your lender and ask questions until you understand their requirements.
- In general, a payment extension allows you to defer a certain number of monthly payments—usually one or two—until a later date, providing a brief break for borrowers suffering unexpected financial hardships or a natural disaster. In some cases, a lender may allow you to temporarily defer entire payments, while other lenders may only allow you to defer the principal portion of your monthly payment, but still require you to pay the interest each month during the payment extension.
- Although a payment extension can help during a short-term hardship, your loan will still accrue interest during the extension. The contract with your lender is typically a simple interest loan, which means the loan accrues interest daily based on your payoff balance. The lender calculates the interest you owe every time you make a payment. If you are granted an extension, the length of the extension will determine how much additional interest builds up. If you apply for an extension earlier in your loan when your payoff balance is higher, the interest accrued would be higher than if you apply for an extension later in your loan. A payment extension can significantly increase the amount of interest you owe and may also result in extra payments at the end of your loan term.

Option 4: Refinance your auto loan

- Another option is to try to refinance through your auto lender or another lender. You might be able to get a lower interest rate which would reduce the size of your payment. You could also try a longer loan term. This would lower your monthly payments to a more affordable level; however, you may end up paying more for your car over time.
- Lastly, think about whether your vehicle is still affordable. Sometimes your financial situation changes and a purchase you made is no longer affordable. If this has happened to you, consider trading in your current vehicle for a more affordable one. If you sell or trade in your current vehicle, its value and how much you still owe will be an important factor in your decision.
- Talk with your lender about the benefits and costs of each option and determine which one works best for your situation.

- When you speak with your lender, be sure to get the name of the representative, their ID number (if they have one), and any applicable case numbers associated with your request. It's also a good idea to ask the lender to provide you with the agreement in writing.
- **STUDENT LOANS:** If you have student loans, the stimulus package passed by the Senate on Wednesday gives most federal student loan borrowers a **six-month break from payments**. It comes after a series of announcements by the U.S. Department of Education meant to alleviate student loan stress.

The new law, which is expected to be passed by the House on Friday and quickly signed by the president, takes that relief even further.

- The biggest break: You can stop making payments on most federal student loans for six months — from April through September — and no new interest will accrue. That means, at the end of those six months, you'll owe exactly what you did at the start.
- Congress' stimulus package expands on and supersedes earlier relief programs. Here's how the new stimulus affects student loans, and what to do if in each of the situations below.

1. If You're Current But Likely To Fall Behind

- Perhaps you're able to pay your bill right now, but you're concerned about losing income or affording payments in the next few months.

If so, take advantage of automatic student loan forbearance starting now, and use it to build an emergency fund so that you can put it toward other essentials like food and housing in the future if necessary.

2. If You're Working Toward Public Service Loan Forgiveness

- The stimulus bill updates guidance previously offered to those seeking Public Service Loan Forgiveness. Now, if you don't make payments until Sept. 30, those months will still count toward your Public Service Loan Forgiveness timeline. That means you won't have to make payments for extra months, past the time you planned to get forgiveness.
- For these borrowers, it doesn't make much sense to keep paying loans, even if you can. If and when you do qualify for PSLF, you'll receive forgiveness on the outstanding balance without needing to pay income tax on the amount forgiven.

3. If You're Current On Student Loan Payments And Your Income Is Secure

- You don't have to make payments right now, but since new interest won't accrue, any payments you do make will be turbocharged. That's because more of your payment will go toward your principal balance, helping you pay off the loan faster. If you're not concerned about your income

or shoring up savings at the moment, your best bet is to continue making payments while you can.

4. If You're Behind On Student Loan Payments

- From President Trump's first announcement on federal student loan payment suspension, borrowers who were more than 31 days behind on their loans received automatic forbearance.
- Under the stimulus bill, that's still true and now, your payments are automatically postponed until Sept. 30. You don't need to ask for forbearance from your student loan servicer, but it's a smart idea to check your online account soon to make sure they've updated their records. Interest won't accrue during this period.
- The U.S. Department of Education has also announced that:
 - Collections activities will be paused, meaning you shouldn't receive calls or letters about a federal loan in default that a private company is now collecting on.
 - The government will not withhold your pay, your tax refund or your Social Security payment — known as Treasury offsets — for at least 60 days if you're in default, starting from March 13. Additionally, the Department of Education said on Wednesday that it will refund \$1.8 billion in offsets to more than 830,000 borrowers whose offsets were in the process of being withheld on March 13, when President Trump declared a national emergency due to COVID-19. So far it's unclear when those refunds will be granted, and how.
 - If you're in a rehabilitation program to get out of default, which requires you to make nine on-time student loan payments in 10 months, the clock doesn't stop on your payment arrangement. Even if you don't make payments for the next six months, those months will still be counted toward your rehabilitation timeline.
 - If you're worried you'll need help after the government's pause on payments has ended, you can sign up for an income-driven repayment plan to limit your monthly bill to a percentage of your income for as long as you need to. You'll also get forgiveness after 20 or 25 years of payments, and you'll pay income tax on the forgiven balance.

5. If You're A Parent With Student Loans On Behalf Of A Child

- If you took out federal direct PLUS loans to help your child pay for college, these are included as part of the stimulus package's relief offerings. That means your payments will be suspended automatically until Sept. 30.
- If you can continue to make payments, though, and you want to make progress on the loan, you'll benefit from the fact that new interest isn't being charged during this six month period. That

means all payments you make during this period go directly toward your principal balance, potentially helping you pay off your loan quicker.

6. If You Have Commercially-Held FFEL Or School-Held Perkins Loans

- Only loans held by the U.S. Department of Education qualify for relief in the stimulus package, including the interest waiver and payment suspension. Loans from the Federal Family Education Loan (FFEL) program that are owned by private entities, and Perkins loans owned by colleges, don't qualify.
- You can, however, consolidate these loans into a direct consolidation loan in order to access stimulus benefits. Consolidating also lets you take advantage of income-driven repayment if you need it in the future. But if you have Perkins loans, that means giving up access to certain forgiveness programs for public service workers and other benefits. Weigh the pros and cons before consolidating.

7. If You Have Private Student Loans

- **None** of the federal relief programs apply to borrowers with private student loans. **That means it's up to you to call your lender and ask about loan modification programs, which many offer. Take a look at this list of banks sharing information about coronavirus relief for customers.**
- If you're at risk of falling behind on loan payments, request help from your lender as soon as possible. Some items to ask about include options for reducing or pausing payments and waiving late fees. The sooner you call, the better.

8. If You Don't Know Where To Start

- The most important piece of information to know is what type of student loans you have. That affects whether you can confidently stop making payments or not. Most student loans are federally held, so if you're unsure, start by signing in to StudentAid.gov with your Federal Student Aid ID, or create an account.
 - From there, you can log in to see a list of your federal student loans and the company that services them, or helps you manage payments. You can also view there whether your FFEL or Perkins loans are held by the U.S. Department of Education, making them eligible for federal relief.
- **CREDIT CARDS:** If credit card payments are a strain and the balances grow due to the need to pay living expenses while waiting for or dealing with payroll disruptions, unemployment or the stimulus rebate checks, there are options available. Most of those options are offered by the credit card companies themselves. It is possible that additional measures will be adopted in the future relating to individual credit debt but the most timely action that could be taken now involves contacting the credit card company. The following lists what some credit

card companies are currently offering. (information taken from CNBC “Here’s exactly what banks are offering to do to help Americans affected by coronavirus 3/20/20).

Ally

Effective Wednesday, March 18, Ally is offering the following financial support initiatives:

- Will defer payment for existing auto customers for up to 120 days without incurring late fees or finance charges
- Will give new auto customers the option to delay first payment for 90 days
- Will defer payment for existing mortgage customers for up to 120 days without incurring late fees or finance charges
- Will waive overdraft, expedited checks and debit card fees for existing bank customers for the next 120 days
- Will waive fees on excessive transactions on savings accounts for existing bank customers for the next 120 days

To activate these and other forms of relief, [customers should contact](#) the following:

- Ally auto customer care at 1-888-925-2559
 - Ally home loans customer care at 1-866-401-4742
 - Ally bank customer care at 1-877-247-2559
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Bank of America

Effective Thursday, March 19, Bank of America announced it would do the following for customers with no negative credit bureau reporting for up-to-date clients:

- Will refund overdraft fees, non-sufficient funds fees and monthly maintenance fees upon request for banking and small business customers
- Will defer payments and issue refunds on late fees upon request for banking and small business customers
- Will defer payments and issue refunds on late fees for small business loans upon request
- Will defer payments, with payments added to the end of the loan, for auto loans upon request
- Will defer payments, with payments added to the end of the loan, for mortgages and home equity lines of credit owned by Bank of America upon request

- Will suspend foreclosure sales, evictions and repossessions
For more information, [customers should contact](#) the following:
 - Bank of America auto customer care: 1-844-892-6002
 - Bank of America checking and savings customer care: 1-800-432-1000
 - Bank of America credit card customer care: 1800-732-9194
 - Bank of America mortgage customer care: 1-800-669-6607
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BBVA

Effective through April 17, 2020, BBVA is initiating the following:

- Will offer loan, line of credit and credit card payment deferrals or extensions
 - Will waive and refund ATM fees charged by other banks/ATM networks to use their ATMs
 - Will offer penalty-free CD withdrawals for CDs opened prior to March 1, 2020 upon request
For more information, [customers should contact](#) the following:
 - BBVA customer care: 1-844-222-3862
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Capital One

In an email to CNBC Make It, the bank said it would offer the following:

- Will offer financial relief options upon request, including limiting fees, providing minimum payment assistance and offering deferred loan payments
For more information, [customers should contact](#) the following:
 - Capital One credit cards customer care: 1-800-CAPITAL (1-800-227-4825)
 - Capital One bank customer care: 1-800-655-BANK (2265)
 - Capital One 360 customer care: 1-888-464-0727
 - Capital One personal loans customer care: 1-800-926-1000
 - Capital One auto customer care: 1-800-946-0332
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JPMorgan Chase

The bank has said it will offer additional assistance to those affected by coronavirus. Chase did not immediately respond to CNBC Make It's request for specific programs it would be offering.
For more information, [customers should contact](#) the following:

- Chase personal credit cards customer care: 1-800-432-3117
- Chase banking customer care: 1-800-935-9935

- Chase auto customer care: 1-800-336-6675
 - Chase mortgage assistance: 1-800-848-9380
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Citi

Effective Monday, March 9, Citi will do the following for an initial 30 days:

- Will waive fees on monthly services and penalties for early CD withdrawal for banking customers
- Will waive monthly service fees, remote deposit capture charges and penalties for early CD withdrawal for small business customers
- Offer credit line increases and collection forbearance programs for credit card customers
- Offer a range of hardship programs through their service provider, Cenlar FSB, for eligible mortgage customers

To activate these and other forms of relief, [customers should contact](#) the following:

- Citi banking customer care: 1-800-374-9700
 - Citi personal loans customer care: 1-800-685-0935
 - Citi credit card customer care: 1-800-950-5114
 - Cenlar FSB mortgage assistance: 1-800-2CENLAR (1-800-223-6527)
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Fifth Third Bank

Ohio-based Fifth Third Bank is offering the following programs and initiatives:

- Vehicle payment deferral program: offering payment deferral for up to 90 days and no late fees during the deferral period
- Credit card deferral program: offering payment deferral for up to three payments and no late fees during the deferral period
- Payment forbearance with no late fees for 90 days on mortgages and home equity lines of credit
- Small business payment deferral program: offering a payment deferral program for up to 90 days, no late fees and a range of loan modification options
- Will waive all fees on Fifth Third Fast Capital loans for six months
- Will waive fees for up to 90 days for a range of consumer and small business deposit products and services
- Will suspend any new repossession actions on vehicles for the next 60 days

- Will suspend all foreclosure activity on homes for the next 60 days
For more information, [customers should contact](#) the following:
 - Fifth Third hardship line: 1-866-601-6391
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Goldman Sachs

In an [email to cardmembers on March 15](#), Goldman said it will offer the following:

- Will waive payment for March without interest for Apple credit card users who enroll in Apple's customer assistance program
 - Will allow [delayed payments without fees](#) for Marcus customers for a month
For more information, [customers should contact](#) the following:
 - Marcus savings customer care: 1-855-730-SAVE (1-855-730-7283)
 - Marcus lending customer care: 1-844-MARCUS1 (1-844-627-2871)
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Huntington Bank

Effective Tuesday, March 17, Huntington Bank will offer the following programs:

- Consumer payment deferral program: will offer a payment deferral for up to 90 days with no credit bureau impact
- Small business payment deferral program: will offer a payment deferral for up to 90 days with no credit bureau impact
- Working to offer economic injury disaster loans for small businesses
- Will waive late fees on consumer loan payments through at least the end of March 2020
- Will waive late fees on business loan payments through at least the end of March 2020
- Will suspend any new repossession actions associated with vehicles, RVs or marine craft financed by Huntington through at least the end of March 2020
- Will enact reduced requirements for customers who want to redeem their already repossessed vehicle to one payment plus repossession fee
- Will suspend any new foreclosure actions, specific to residential properties, unless required by federal or government agencies through at least the end of March 2020
For more information, [customers should contact](#) the following:
- Huntington homeowner payment help: 1-800-323-9865
- Huntington auto loan payment assistance: 1-800-445-8460

- Huntington credit card payment assistance: 1-800-372-7725
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KeyBank

Effective Thursday, March 25, KeyBank will offer the following:

- Will allow existing customers to defer payments for 90 days on mortgages and home equity lines of credit upon request
 - Will allow existing customers to defer payments for 90 days on student loans upon request
 - Will allow existing customers to defer payments for 90 days on auto loans upon request
 - Will allow existing customers to defer payments for 90 days on credit cards and lines of credit upon request
 - Will allow small business loan customers to defer loan payments for 90 days upon request
 - Will waive late or overdraft fees
 - Will waive penalties for early CD withdrawals
 - Will suspend repossessions of vehicles unless required by a federal or government agency
 - Will suspend residential property foreclosures unless required by a federal or government agency
- KeyBank is also offering the following:
- Temporary assistance loan: a shorter-term unsecured personal loan up to \$5,000 with a low interest rate and the potential for same-day approval
- For more information, [customers should contact](#) the following:
- KeyBank customer care: 1-800-KEY2YOU (539-2968)
 - KeyBank small business customer care: 1-888-KEY4BIZ (539-4249)
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PNC

In an email to CNBC Make It, the bank said it would offer the following:

- Will waive or refund fees associated with deposit accounts or lending products, including credit cards and mortgages
 - Will offer assistance programs for customers with consumer or business loans, credit cards or mortgages
 - Will offer emergency hardship loans at a “low rate” for qualified consumer customers and employees
- For more information, [customers should contact](#) the following:

- PNC customer care: 1-888-762-2265
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Santander Bank

Effective Monday, March 23, Santander said it will offer the following:

- Will temporarily suspend payments, as well as refund late payment and overdraft fees for bank customers
 - Will stop collections calls
 - Will suspend mortgage and home equity line of credit foreclosures
 - Will waive early withdrawal penalties on CDs and waive outgoing wire fees for consumers
 - Will increase ATM cash withdrawal amounts available
 - Will offer extensions and payment deferral accommodations for existing small businesses clients
 - Will offer credit card limit increases
 - Will expand payment deferrals, waive late charges and issue lease extensions for lessees unable to return their vehicles for existing auto loan customers
 - Will defer first payment for 90 days for new customers financing their auto loans through [Chrysler Capital](#) and offer a 0% APR for 84 months on select 2019 and 2020 models available
- For more information, [customers should contact](#) the following:

- Santander Bank customer care: 1- 844-728-0999
 - Santander business banking customer care: 1-877-768-2265
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TD Bank

In an email to CNBC Make It, the bank said it would offer the following:

- Will offer financial relief options upon request, including fee refunds, early penalty-free access to CDs and payment extensions
- For more information, [customers should contact](#) the following:
- TD Bank customer care: 1-888-751-9000
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Truist (formerly SunTrust and BB&T banks)

Truist instituted a number of relief measures:

- Offers payment relief assistance for clients on consumer loans, personal credit cards, business credit cards and business loans

- Will temporarily waive ATM surcharge fees
 - Will offer 5% cash back for qualifying purchases at grocery stores and pharmacies through April 15, 2020
For more information, [customers should contact](#) the following:
 - Heritage BB&T clients, please contact 800-226-5228.
 - Heritage SunTrust clients, please contact 877-820-2103
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U.S. Bank

In an email to CNBC Make It, the bank said it would offer the following:

- Will retroactively waive credit card fees
 - Will work to enhance skip-a-pay and payment deferral programs
 - Will continue to offer regularly available services, including rush replacement of a credit or debit card, increased credit limits and fee waivers for those experiencing hardship
Effective Friday, March 13, U.S. Bank reduced the cost of the following loans:
 - [Simple Loan](#) fees reduced to \$6 per \$100 borrowed (down from \$12 with autopay)
 - [Personal Loan](#) reduced APR of 2.99% for amounts between \$1,000 and \$4,999 for up to 48 months
For more information, [customers should contact](#) the following:
 - U.S. Bank dedicated customer care: 1-888-287-7817
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Wells Fargo

In an email to CNBC Make It, the bank said it would offer the following:

- Will offer fee waivers, payment deferrals and other expanded assistance for credit card, auto, mortgage, small business and personal lending customers who contact Wells Fargo directly
- Will suspend residential property foreclosure sales, evictions and involuntary auto repossessions
For more information, [customers should contact](#) the following:
- Wells Fargo customer care: 1-800-219-9739