

Financial difficulties caused by the COVID-19 disease

With the recent outbreak of Coronavirus Disease 2019 (COVID-19), we realize that many are experiencing temporary financial stress due to hours being cut back, work shutdowns, additional household expenses, and for other reasons. If you are impacted by COVID-19, we ask that you call to discuss your specific situation with your local branch. We may have a solution to your problem.

Payment deferments

Your local branch wants to work with you to try to find a solution to keep you on track. One possibility is a deferment of one, or maybe even two, loan payments. After considering your circumstances, if your local branch manager determines that a deferment is appropriate, the missed payment can be deferred and added to the end of your loan. You will, however, need to pay a small deferment fee, which is set by state law. We can't guarantee that all customers will be eligible, but, if you think a deferment would benefit you, please contact your local office to discuss.

Communication is the key to a successful solution. Please call us to discuss your specific circumstance.