

Mortgage assistance during COVID-19 outbreak

| Institution                              | COVID Assistance  | Phone          | Website   |
|--|---|----------------|---|
| Ally Bank                                | Existing mortgage customers will be allowed to defer payment for up to 120 days (No late fees will be charged; interest will accrue).   | (866) 401-4742 | <a href="https://www.ally.com/coronavirus-response/?CP=EML400001705">https://www.ally.com/coronavirus-response/?CP=EML400001705</a>   |
| Bank of America                          | Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.   | (866) 466-0979 | <a href="https://about.bankofamerica.com/promo/assistance/latest-updates-from-bank-of-america-coronavirus">https://about.bankofamerica.com/promo/assistance/latest-updates-from-bank-of-america-coronavirus</a> |
| Quicken Loans (Rocket Mortgage)          | 90 day forbearance to borrowers affected by COVID-19.   | (800) 863-4332 | <a href="https://www.rocketmortgage.com/learn/mortgage-assistance-covid19">https://www.rocketmortgage.com/learn/mortgage-assistance-covid19</a>   |
| Citi Bank                                | Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.   | (866) 272-4749 | <a href="https://online.citi.com/US/JRS/pands/detail.do?ID=covid19">https://online.citi.com/US/JRS/pands/detail.do?ID=covid19</a>   |
| El Dorado Savings Bank                   | Offering temporary loan forbearance, loan modifications, and payment restructuring for customers who contact them.  | (800) 222-8999 | <a href="https://www.eldoradosavingsbank.com/Announcement">https://www.eldoradosavingsbank.com/Announcement</a>   |
| Farm Bureau Bank, FSB                    | Encouraging members who may be impacted or need assistance to reach out as soon as possible.  | (800) 492-3276 | <a href="https://www.farmbureaubank.com/Content/Documents/PDF/External/COVID%20Relief_Final.pdf">https://www.farmbureaubank.com/Content/Documents/PDF/External/COVID%20Relief_Final.pdf</a>                     |
| JP Morgan Chase                          | Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.   | (800) 848-9380 | <a href="https://www.chase.com/digital/resources/coronavirus/mortgage">https://www.chase.com/digital/resources/coronavirus/mortgage</a>   |
| Nevada State Bank                        | Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.   | (866) 909-9657 | <a href="https://www.nsbank.com/it-matters/coronavirus/">https://www.nsbank.com/it-matters/coronavirus/</a>   |
| State Farm Bank                          | Encouraging members who may be impacted or need assistance to reach out as soon as possible.  | (877) 734-2265 | <a href="https://newsroom.statefarm.com/covid-19/">https://newsroom.statefarm.com/covid-19/</a>   |
| US Bank                                  | Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.   | 888-287-7817   | <a href="https://www.usbank.com/home-loans/mortgage/mortgage-help-and-repayment-options.html">https://www.usbank.com/home-loans/mortgage/mortgage-help-and-repayment-options.html</a>                           |
| Wells Fargo                              | Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.   | (800) 219-9739 | <a href="https://www.wellsfargo.com/com/focus/coronavirus-updates/">https://www.wellsfargo.com/com/focus/coronavirus-updates/</a>   |
| Clark County Credit Union                | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (702) 228-2228 | <a href="https://www.ccculv.org/Mortgage-Loans.aspx">https://www.ccculv.org/Mortgage-Loans.aspx</a>   |
| Loan Depot                               | Offering short-term loan assistance for customers experiencing financial hardships.   | (888) 983-3240 | <a href="http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf">http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf</a>             |
| Silver State Schools Credit Union        | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (800) 357-9654 | <a href="https://pages.silverstatecu.com/covid19/">https://pages.silverstatecu.com/covid19/</a>   |
| One Nevada Credit Union                  | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (702) 382-4094 | <a href="https://onenevada.org/mortgage/">https://onenevada.org/mortgage/</a>   |
| Great Basin Federal Credit Union         | Members are eligible skip for a mortgage payment due in March, April, May, or June 2020. Late fees will be waived on March and April payments.  | (775) 789-3115 | <a href="https://www.greatbasin.org/coronavirus/">https://www.greatbasin.org/coronavirus/</a>   |
| WestStar Credit Union                    | Offering loan deferrals, skipped payments, fee reductions and waivers and other options for those who are in need.  | (800) 729-9328 | <a href="https://www.weststar.org/coronavirus">https://www.weststar.org/coronavirus</a>   |
| Sierra Pacific Credit Union              | Members are eligible skip a mortgage payment if they are financially by COVID-19 shutdowns or illness. Interest will still accrue, and some loans may lose GAP coverage depending on the insurance provider's policy. | (775) 857-2424 | <a href="https://www.sierrapacificcu.org/covid-19-updates-and-assistance/">https://www.sierrapacificcu.org/covid-19-updates-and-assistance/</a>   |
| Churchill County Federal Credit Union    | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (775) 423-7444 | <a href="http://www.cfcu.biz/announcements/covid-19-statement">http://www.cfcu.biz/announcements/covid-19-statement</a>   |
| Reno City Employees Federal Credit Union | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (775) 334-2038 | <a href="https://www.rcefcu.com/">https://www.rcefcu.com/</a>   |
| Elko Federal Credit Union                | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (775) 738-4083 | <a href="https://elkofcu.org/lending/home-loans/">https://elkofcu.org/lending/home-loans/</a>   |
| Greater Nevada Credit Union              | Encouraging members who may be impacted or need assistance to reach out as soon as possible.  | (800) 421-6674 | <a href="https://www.gncu.org/About-Us/News-Updates/COVID-19">https://www.gncu.org/About-Us/News-Updates/COVID-19</a>   |
| Boulder Dam Credit Union                 | Encouraging members who may be impacted or need assistance to reach out as soon as possible.  | (702) 293-7777 | <a href="https://www.boulderdamcu.org/Coronavirus">https://www.boulderdamcu.org/Coronavirus</a>   |
| Financial Horizons Credit Union          | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (800) 778-1623 | <a href="https://www.fhcnv.org/media/1144/fhcu-covid-19.pdf">https://www.fhcnv.org/media/1144/fhcu-covid-19.pdf</a>   |
| Plus Credit Union                        | Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.  | (702) 871-4746 | <a href="https://www.pluscu.org/main.htm#loans">https://www.pluscu.org/main.htm#loans</a>   |
| Pahrnagat Valley FCU                     | Encouraging members who may be impacted or need assistance to reach out as soon as possible.  | (775) 725-3586 |   |