

# Companies offering Financial Assistance

Many companies that have long term relationships with customers are offering assistance for customers during the COVID-19 pandemic. If your bank, credit union, or internet/ cellphone provider isn't on this list, check and see what they are offering.

## BANKS

If your bank or credit union isn't on this list, call or check their website.

American Express	Does not provide specifics on how it might assist customers. <a href="https://www.americanexpress.com/en-us/company/notice/covid-19">https://www.americanexpress.com/en-us/company/notice/covid-19</a>
Bank of America	Through the Client Assistance Program, you can request refunds of certain fees and payment deferrals. <a href="https://about.bankofamerica.com/promo/assistance/client-assistance">https://about.bankofamerica.com/promo/assistance/client-assistance</a>
Barclay's	You can request Payment Relief online by logging in to your account at the website listed on the back of your card, choosing Contact Us and then Payment Relief to submit a request. <a href="https://cards.barclaycardus.com/banking/covid-19/">https://cards.barclaycardus.com/banking/covid-19/</a>
Capital One	Those experiencing financial hardship due to COVID-19 can contact customer support for help. <a href="https://www.capitalone.com/updates/coronavirus/overview/">https://www.capitalone.com/updates/coronavirus/overview/</a> .
Chase	You can delay up to three payments on your personal or business credit card if you've been affected by COVID-19. <a href="https://www.chase.com/digital/resources/coronavirus/credit-card-relief-programs">https://www.chase.com/digital/resources/coronavirus/credit-card-relief-programs</a> .
Citi	Offers some debt relief such as credit line increases and collection forbearance programs. <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>
Comenity	Will assist customers on developing payment programs and related assistance. <a href="https://comenity.com/heretohelp">https://comenity.com/heretohelp</a>
Discover	Does not provide specifics on how it might assist customers. <a href="https://www.discover.com/coronavirus/">https://www.discover.com/coronavirus/</a>
HSBC	Several programs to help customers. <a href="https://www.us.hsbc.com/coronavirus-update/">https://www.us.hsbc.com/coronavirus-update/</a>
MECU	Offering hardship relief options for eligible members depending on needs. <a href="https://www.mecu.com/Health-and-Safety">https://www.mecu.com/Health-and-Safety</a>

Navy Federal	Offering loan extensions, emergency loans and credit limit increases. <a href="https://www.navyfederal.org/about/covid19.php">https://www.navyfederal.org/about/covid19.php</a>
PNC	May provide hardship assistance on a case by case basis. <a href="https://www.pnc.com/en/customer-service/coronavirus-update.html">https://www.pnc.com/en/customer-service/coronavirus-update.html</a> .
Synchrony	Does not provide specifics on how it might assist customers. <a href="https://www.mysynchrony.com/servicing.html">https://www.mysynchrony.com/servicing.html</a>
BB&T Suntrust	Potentially offering payment relief. <a href="https://www.truist.com/coronavirus-response/payment-relief">https://www.truist.com/coronavirus-response/payment-relief</a> .
USAA	Does not provide specifics on how it might assist customers. <a href="https://www.usbank.com/splash/covid-19.html">https://www.usbank.com/splash/covid-19.html</a>
WELLS FARGO	On a case-by-case basis, offering fee waivers, payment deferrals, and other expanded assistance for credit card, auto, mortgage, small and personal lending customers. <a href="https://www.wellsfargo.com/jump/enterprise/coronavirus-response">https://www.wellsfargo.com/jump/enterprise/coronavirus-response</a>
<b>CELL PHONE AND INTERNET COMPANIES</b>	
The major wireless service providers have signed the Keep Americans Connected Pledge. <a href="https://www.fcc.gov/keep-americans-connected">https://www.fcc.gov/keep-americans-connected</a>	
AT&T	Suspending service terminations and late fees and overage charges when customers cannot pay due to coronavirus related disruptions. <a href="https://about.att.com/pages/COVID-19.html#consumers">https://about.att.com/pages/COVID-19.html#consumers</a> .
VERIZON	Suspending service terminations and late fees when customers cannot pay due to coronavirus related disruptions. <a href="https://www.verizonwireless.com/support/covid-19-faqs/">https://www.verizonwireless.com/support/covid-19-faqs/</a>
T-MOBILE	Will set up payment plan for eligible customers. <a href="https://www.t-mobile.com/brand/ongoing-updates-covid-19">https://www.t-mobile.com/brand/ongoing-updates-covid-19</a>
COMCAST	Suspending service terminations and late fees when customers cannot pay due to coronavirus related disruptions. Offering free unlimited data and 60 days of free internet for new customers. <a href="https://corporate.comcast.com/covid-19">https://corporate.comcast.com/covid-19</a>

# Compañías ofreciendo Asistencia Financiera

Muchas compañías que tienen un historial largo con sus clientes les están ofreciendo asistencia durante la pandemia de COVID-19. Si su banco, credit union o proveedor de internet/teléfono celular no están en esta lista, averigüe para ver que están ofreciendo ellos.

<b>BANCOS</b>	
Si su banco o credit union no esta en esta lista, llame o vaya a la pagina electrónica (website) de ellos.	
American Express	No provee detalles en como podría asistir a sus clientes. <a href="https://www.americanexpress.com/en-us/company/notice/covid-19">https://www.americanexpress.com/en-us/company/notice/covid-19</a>
Bank of America	A través del Programa de Asistencia al Cliente, usted puede solicitar la devolución de ciertos cargos o tarifas y aplazar pagos. <a href="https://about.bankofamerica.com/promo/assistance/client-assistance">https://about.bankofamerica.com/promo/assistance/client-assistance</a>
Barclay's	Usted puede solicitar aplazar su pago online al entrar a su cuenta en la pagina electrónica en la parte posterior de su tarjeta, elija Contáctenos (Contact Us) y luego Alivio de Pago (Payment Relief) para enviar su requerimiento. <a href="https://cards.barclaycardus.com/banking/covid-19/">https://cards.barclaycardus.com/banking/covid-19/</a>
Capital One	Aquellas personas que tienen dificultades financieras debido al COVID-19 pueden contactar al Apoyo al Cliente (customer support) por ayuda. <a href="https://www.capitalone.com/updates/coronavirus/overview/">https://www.capitalone.com/updates/coronavirus/overview/</a> .
Chase	Usted puede aplazar hasta tres pagos en su tarjeta de crédito personal o de negocios si usted ha sido afectado por COVID-19. <a href="https://www.chase.com/digital/resources/coronavirus/credit-card-relief-programs">https://www.chase.com/digital/resources/coronavirus/credit-card-relief-programs</a> .
Citi	Ofrece ayuda para su deuda como aumentos en la línea de crédito y programas de aplazamiento de cobros. <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>
Comenity	Asistirá a los clientes desarrollando programas para pagos y asistencia relacionada. <a href="https://comenity.com/heretohelp">https://comenity.com/heretohelp</a>
Discover	No provee detalles en como podría asistir a sus clientes. <a href="https://www.discover.com/coronavirus/">https://www.discover.com/coronavirus/</a>
HSBC	Tiene varios programas para ayudar a sus clientes. <a href="https://www.us.hsbc.com/coronavirus-update/">https://www.us.hsbc.com/coronavirus-update/</a>

MECU	Ofrece opciones de ayuda para los miembros quienes tienen dificultades dependiendo en sus necesidades. <a href="https://www.mecu.com/Health-and-Safety">https://www.mecu.com/Health-and-Safety</a>
Navy Federal	Ofrece extensiones para el pago de préstamos, aumentos en líneas de crédito y prestamos de emergencia. <a href="https://www.navyfederal.org/about/covid19.php">https://www.navyfederal.org/about/covid19.php</a>
PNC	Puede proveer asistencia para clientes con dificultades dependiendo en base a caso por caso. <a href="https://www.pnc.com/en/customer-service/coronavirus-update.html">https://www.pnc.com/en/customer-service/coronavirus-update.html</a> .
Synchrony	No provee detalles en como podría asistir a sus clientes. <a href="https://www.mysynchrony.com/servicing.html">https://www.mysynchrony.com/servicing.html</a>
BB&T Suntrust	Potencialmente ofrece aplazamiento de pagos. <a href="https://www.truist.com/coronavirus-response/payment-relief">https://www.truist.com/coronavirus-response/payment-relief</a> .
USAA	No provee detalles en como podría asistir a sus clientes. <a href="https://www.usbank.com/splash/covid-19.html">https://www.usbank.com/splash/covid-19.html</a>
WELLS FARGO	En base a caso por caso, ofrece exención de cargos, aplazamiento de pagos y otra asistencia extendida a las tarjetas de crédito, préstamos para autos, hipotecas y para clientes que tienen prestamos personales. <a href="https://www.wellsfargo.com/jump/enterprise/coronavirus-response">https://www.wellsfargo.com/jump/enterprise/coronavirus-response</a>
<b>COMPAÑÍAS PARA TELEFONO CELULAR E INTERNET</b> La mayoría de proveedores de servicio inalámbrico se han comprometido a Mantener a los Americanos Conectados. <a href="https://www.fcc.gov/keep-americans-connected">https://www.fcc.gov/keep-americans-connected</a>	
AT&T	Suspendió la interrupción de servicio y cargos extras por pagos atrasados y cargos por uso excedente cuando los clientes no pueden pagar debido al coronavirus. <a href="https://about.att.com/pages/COVID-19.html#consumers">https://about.att.com/pages/COVID-19.html#consumers</a> .
VERIZON	Suspendió la interrupción de servicio y cargos extras por pagos atrasados cuando los clientes no pueden pagar debido al coronavirus. <a href="https://www.verizonwireless.com/support/covid-19-faqs/">https://www.verizonwireless.com/support/covid-19-faqs/</a>
T-MOBILE	Programara un plan de pago para los clientes elegibles. <a href="https://www.t-mobile.com/brand/ongoing-updates-covid-19">https://www.t-mobile.com/brand/ongoing-updates-covid-19</a>
COMCAST	Suspendió la interrupción de servicio y cargos extras por pagos atrasados cuando los clientes no pueden pagar debido al coronavirus. Ofrece datos ilimitados y 60 días de internet gratis para clientes nuevos. <a href="https://corporate.comcast.com/covid-19">https://corporate.comcast.com/covid-19</a>