

Date: 3/18/2020

To Our Valued Members:

In response to the recent escalation of COVID-19 related business closures, we have created a member assistance program for potential hardships you may experience during the interruption of your employment. We understand that during this time, it may be difficult to keep up with certain consumer loan payments so we have made the decision to waive all **online** consumer loan Skip-a-Payment fees for all eligible<sup>(1)</sup> members during the month of April. This means that you can apply to have your loan payment deferred<sup>(2)</sup> for one month without penalty or costs to apply<sup>(3)</sup>.

Though we wish we could have the same simple deferment process for real estate loans, based on regulations and requirements, we must process hardship requests for these types of loans differently. Hudson Heritage is your financial partner, and we encourage you to reach out to us with questions regarding any other financial hardship including your Hudson Heritage Credit Union (HHCU) existing mortgage, home equity loan or home equity line of credit (HELOC).

In addition, if you find you need a small dollar loan to help you through this period, please contact one of our Financial Service Representatives to discuss our Credit Assistance Loan. We designed this product to help bridge the gap due to a loss in work or unexpected health issues.

Please call us at 845-561-5607 to speak with a representative who can assist you.

Please review our website frequently for additional steps we are taking to possibly assist you, our members.

Sincerely,

Michael Mehling

VP of Lending

Hudson Heritage Credit Union

Terms/conditions:

- (1) Eligible member for the waiver is any member that is not currently delinquent.
- (2) Excludes all real estate loans
- (3) Please keep in mind interest will still continue to accrue during the deferral period.