

COVID-19 CRISIS POLICY

Protection for Members Through Financial Hardship

Program Help

- SKIP A PAY
- PAYMENT DEFERRALS
- WAIVING LATE FEES
- INCREASE CREDIT LIMITS
- WAIVING EARLY WITHDRAWAL FEES

Purpose of Policy

Due to the spread of COVID-19 in the United States and our local communities, HCCU is taking action to help our members who may become unemployed for undetermined periods of time. Now through July 31, 2020, programs to help and protect our members from financial hardship are being implemented through the HCCU COVID-19 CRISIS POLICY

Q: How long is this available?

A: Now through July 31, 2020

Q: How do I request the help needed?

A: By calling one of our Loan Representatives at: 715-634-8931 or email: loanapp@hccuonline.com

Q: When should I request help?

A: Before you are late on payments

“Your Credit Union Board of Directors, CEO and Staff are here to help. We are making adjustments to accommodate the needs of our Members & Community. We will get through this by cooperatively working together.

-Jenni Strama CEO

What Help is Available

Please review the programs listed below. Carefully read the guidelines to ensure you qualify for the assistance. PLEASE, call or email with any questions or help needed.

We are here for you.



Call Monday through Friday 8 am to 5 pm

SKIP-A-PAY (Payment Deferral Program)

The Credit Union has implemented a Skip-A-Pay program that will allow members, affected by Covid-19, to defer up to two payments on their consumer installment loan(s) (Such as: Auto, Boat, Camper and most Recreational type vehicles).

To qualify for a deferral, a member must meet certain requirements, (some of which are):

- Must be affected by government mandates, natural disaster, or some other form of hardship
- Be a member in good standing
- Two deferrals can be granted consecutively if requested
- All borrowers and guarantors must sign Skip-a-Pay Application, which contains all required disclosures.

Applications for the Skip-A-Pay can be requested by mail or email, picked up directly from our branch in drive-up, found on this website or by clicking the following link:

[Skip a Pay Application](#)

KWIK CASH & CREDIT CARD PAYMENT DEFERRALS

- Same qualifications as the Skip-A-Pay program will be required.

CONSUMER MORTGAGE DEFERRALS

Mortgage loan deferral requests will be reviewed for consideration.

- Please contact Stephanie Poplin directly at: 715-934-3634

BUSINESS LOAN DEFERRALS

Requests for Business Loan deferrals will be considered and presented to the Board of Directors for approval.

- Please contact Jordan Burling directly at: 715-934-3633

WAIVING LATE FEES FOR CREDIT CARD AND OTHER LOAN PAYMENTS

Prior to 10-days late, members are eligible to qualify for a payment deferral. If fees are charged prior to any approved deferral, the fee will be credited back to the member's account.

INCREASING CREDIT CARD LIMITS

The Credit Union will review all requests for increased credit card limits on a case-by-case basis.

INCREASING ATM DAILY WITHDRAWAL LIMITS

For the safety of our member's deposits and the Credit Union, HCCU will **not** increase daily withdrawal limits for all debit cards. Individual requests for increased daily limits are available upon each individual member request. Daily cash withdrawal limits may not exceed \$1,000.

EARLY WITHDRAWAL PENALTIES ON TIME DEPOSITS & SAVER'S SWEEPSTAKES

All early withdrawal penalties will be waived for members who wish to withdraw funds from their Certificates of Deposit (CD). All requests for early withdrawals will require the entire CD be cashed in. Withdrawals will be allowed from Saver's Sweepstakes accounts without penalty.

EARLY CHRISTMAS CLUB WITHDRAWALS

HCCU will allow members to withdraw funds from their Christmas Club account without requiring account closure.