



March 23, 2020

Dear Valued Members,

As we continue to monitor the evolving COVID-19 situation, the health, safety, and well-being of both our members and employees remain our top priority. As a result, we have taken the following action to do our part to mitigate the risk by social distancing.

Starting tomorrow, our lobbies will be closed for Teller Transactions and we will update our members of any changes. We encourage you to use our drive-through services or night deposit boxes as much as possible. Dallas members are requested to follow the instructions on the lobby door.

We encourage our members to use online and mobile banking for your banking needs. Below are some of the available services:

Check deposits via Mobile App, Balance inquiry, Transfer money between accounts, view e-Statement, Loan and Bill payments, Manage debit card access, Apply for a loan, Stop payment, and many more...

To find out more about Online Banking and to enroll click: <https://bit.ly/2wgYYd1>

To find out more about the Mobile App and to download it click: <https://bit.ly/3a16XcO>

We also offer CO-OP Shared branching services which allow you to access over 5000 ATMs nationwide. To find the nearest ATM or Shared branch, visit <https://bit.ly/2QmOEai>

You may also use this FAQ link <https://www.nizaricu.org/resources/faqs/> to get answers to some common questions.

COVID-19 pandemic has resulted in economic disruptions that may impact the financial welfare of our members. If you are faced with financial challenges due to the COVID-19 virus please contact us regarding Emergency COVID-19 Assistance Programs, see page 2 for more details.

It is important that we adhere to the guidelines of social distancing to contain the spread of the virus; however, if it is absolutely necessary to visit our branches, please call or email us to make an appointment using the contact information below:

Member Services: memberservices@nizaricu.org

Loan Department: loans@nizaricu.org

For any other assistance contact Nizari PFCU at 281-921-8500

We appreciate your understanding of the situation and thank you for banking with us. If you have any other questions please email us at info@nizaricu.org or call us at 281-921-8500.

With warm regards,

Nizari Progressive Federal Credit Union



Emergency COVID-19 Assistance Programs for Credit Union Members

Skip A Pay (Auto, Personal, Signature & Student):

- Members of the credit union with outstanding loans will have the option to skip loan payments for the months of April, May & June if they have been financially impacted due to the Coronavirus COVID-19 Emergency. Members can elect to Skip Payment up to 3 months. Members will have an option to make payments for any amount on loans even after they have signed up for Skip a Pay for up to 3 months.
- Members will need to consent to skip a payment and understand that the term of the loan will be extended. However, interest will continue to accrue for the months that they opted to skip payments.
- This option is only available to loans that are not currently in delinquent status.

Consumer Emergency Loans:

- We are offering an emergency loan of up to \$5,000 @2.99% for 72 months for members of the credit union who are impacted with the COVID-19.
- Loans above \$5,000 will be subject to the credit union loan policies.
- Members will need to submit a loan application together with employment verification.
- These loans will be processed expeditiously.
- Loan amount and approval will be subject to adequate credit rating, payment history with the credit union and other terms and conditions. Credit Union reserves the right to stop the program anytime.
- Members will need to provide information on how they are financially impacted by the COVID-19.

Cash-out Auto Title Loans:

- Members can apply for cash-out auto title loans of up to \$10,000 @1.99% for 60 months, depending on the value and age of the vehicle.
- Loan amount and approval will be subject to the adequate credit rating and payment history with the credit union and other terms and conditions. Credit Union reserves the right to stop the program anytime.
- Any loans in excess of \$10,000 are subject to individual credit union normal loan policies.

Emergency Business Line of Credit: (Available for businesses in TX region only)

- Business Line of Credit of up to \$25,000 may be provided @3.99% for 12 months (Texas only).
- Loans above \$25,000 will be subject to the credit union loan policies.
- Loan amount and approval will be subject to adequate credit rating, financials and payment history with the credit union. Credit Union reserves the right to stop the program anytime.

Please feel free to contact Nizari Progressive Federal Credit Union for details at 281.921.8500, loans@nizaricu.org or visit our website www.NizariCU.org