

# COVID-19 Financial Assistance from Large banks

## Bank of America

Bank of America can waive overdraft fees and defer payments on credit cards, auto and mortgage loans for customers, according to its [COVID-19 response page](#). Customers can log in to submit a payment deferral request online.

**General contact:** Find the correct phone number by using the company's [contact page](#).

## Capital One

Capital One isn't offering specific information about plans to help consumers on its [COVID-19 response page](#). The company encourages customers who are having financial hardships to contact the bank directly.

**General contact:** 877-383-4802

## Chase

Chase recommends customers do what they can — including requesting credit card, mortgage and auto loan deferments — by [enrolling online or logging in](#).

The company has a [separate page](#) for small businesses, which includes a link to apply for the Paycheck Protection Program.

**General contact:** 800-935-9935

## Citi

For eligible customers Citi says is waiving non-Citi ATM fees, monthly service fees and early-withdrawal fees on CDs through May 8, according to the company's [COVID-19 response page](#).

Customers may get two statement cycles' worth of monthly payments and late fees waived on credit cards and personal loans.

Small businesses may get monthly service fees and remote deposit capture fees waived. Small business customers can also get penalties waived on early CD withdrawals.

**General contact:** 800-374-9700

## Discover

Discover cardholders who are having financial difficulties may be able to make changes in payment timing and receive waived fees on personal loans, according to a spokesman.

The company offers an FAQ on its [COVID-19 response page](#).

**General contact:** 800-347-2683

## U.S. Bank

U.S. Bank is offering small personal loans and small-business loans to those who have suffered financially because of the coronavirus outbreak.

The company says it's offering deferred payments to those with auto, boat and RV loans. Mortgage customers may get their payments suspended for up to 180 days.

### Personal loans

## Simple loan

- Fee: \$6 for every \$100 borrowed.
- Loan amount: \$100 – \$1,000.
- Term: 3 months.

## Personal loan

- APR: 2.99%
- Loan amount: \$1,000 to \$4,999.
- Term: Up to 48 months.

## Small-business loans

### Quick loan

- Interest rate: 2% lower than the rate a business would normally qualify for.
- Loan amount: \$5,000 to \$250,000.
- Terms: 12 to 84 months.

### Cash Flow Manager (secured and unsecured line of credit):

- Interest rate: 1% lower than the rate a business would normally qualify for.
- Line of credit amount: \$10,000 to \$250,000.

You can check for other updates on the U.S. Bank [COVID-19 response page](#).

**General contact:** 888-287-7817

## Wells Fargo

Customers who contact Wells Fargo may be able to get fees waived or payments deferred on credit card, auto, small-business and personal loans, according to the company's [COVID-19 response hub](#). The bank says it has suspended residential property foreclosure sales, evictions and involuntary vehicle repossessions.

Customers can log in or contact the bank to suspend mortgage payments for an initial three months, according to an [FAQ page](#) dedicated to mortgage assistance.

Small-business customers interested in the Paycheck Protection Program can log in and request assistance. Wells Fargo will then email customers with next steps, according to an [informational page](#) on the program.

You can find out whether your local branch is open on the bank's [ATM and branch locator page](#).

Wells Fargo is also supporting a free financial counseling program put on by Yellow Ribbon Network and the Association for Financial Counseling and Planning Education. The program provides advice on spending, how to use the government relief check and can address other concerns. You can [apply on Yellow Ribbon Network's website](#).

**General contact:** 800-869-3557

Yours in Omega

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