

Pandemic Information:

If the COVID-19 situation changes, please refer to this page for updates related to our business operations. We will post all necessary information below. If our business operations change, please know that we apologize for any inconvenience created and sincerely appreciate your understanding.

Financial Hardship Offerings:

The following financial hardship offerings are effective **April 1**, through **April 30**, at which time we will re-evaluate the need to extend these offerings longer. For questions and requests related to financial hardships with your loan, please call our loan department at **716-831-3007** ext. **999**. We will help.

Personal, Auto, Motorcycle, Boat, and RV Loan Customers:

- Up to 3 months of no payments with loan term extended
- No negative impact to credit report

Home Equity Loan, and Home Equity Line of Credit Customers:

- Up to 3 months of no payments with loan term extended
- No negative impact to credit report

Credit Card Customers:

You will receive separate information in your statement regarding skip a payment or contact eZCardInfo at **1-800-872-1712**

- Skip a payment / 60 days of no minimum payments due
- No negative impact to credit report

Mortgage Customers:

Contact our servicing department at Owners Choice **518-342-4998** option **5**

If you are in need of financial assistance, we have personal loans that can be applied for at our website: Financialtrustcu.com or by phone at **716-831-3007** ext. **999**.