## Background

Your Board of Directors at Safe 1 realize economic conditions may result in layoffs, reduced hours, and even work furloughs. Obviously, these actions can have a devastating effect on your ability to repay your debts. Therefore, Safe 1 has developed programs to help members cope with periods of reduced pay. Below are some basic guidelines and commonly asked questions regarding our loan payment assistance programs.

**Federal Government Shutdown**
If you are a federal employee and you are furloughed or temporarily laid off during the current government shutdown, you may qualify for assistance under our general Member Assistance Programs, as well as the following special programs:

**Special Programs Related to the Federal Government Shutdown**
Short-Term, Zero Percent-Interest Loans: These loans will be made available to furloughed federal employees who have an active Safe 1 checking account. The amount of each loan will be equal to 100% of your verifiable net monthly pay. The term of the loan will be for twelve months with the first payment due within 60 days of the loan origination date. If the federal government shutdown lasts more than 30 days from the date of your loan, subsequent loan advances will be considered on a case-by-case basis. General qualifications include, but are not limited to, proof of income, proof of furloughed status, ability to repay calculations, having an active Safe 1 checking account as of September 30, 2025, all accounts with Safe 1 Credit Union in good standing, and not being delinquent on any loans to other creditors at the time of your loan request.

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The maximum amount of all loans made under this program may not exceed $20,000 to any one person or membership.

**Consumer Loan Extensions**
If you are a federal government employee furloughed or temporarily laid off during the current government shutdown, you may request loan extensions (skip payments) for up to two (2) months and extension fees will be waived. To qualify for a loan extension, your loan with Safe 1 Credit Union must be current at the time of your request.

**Early Withdrawal From Term Certificates**
If you are a federal government employee furloughed or temporarily laid off during the current government shutdown, you will be permitted to make partial withdrawals from your term certificate without penalty. In some cases, you may be asked to show proof of your furloughed status and proof of income. Partial withdrawals will be allowed once every 30-days up to 100% of your verifiable net monthly pay.

## General Member Assistance Programs

**Consumer Loans**
If you have been laid off or have experienced a reduction in pay, you may qualify for loan extensions (payment skips) or monthly payment reductions for consumer loans you currently have with Safe 1.

**Mortgage Loans**
Generally, due to regulatory requirements, we are unable to offer assistance with most mortgage loans. However, if you have a mortgage with us and suffered a reduction in pay that may affect your ability to repay us, contact our Collection Department staff for assistance.

**Request for Assistance**

If you need assistance, you must contact us in a timely manner. To qualify, your subject loan must be paid up to date and cannot be delinquent. We strongly suggest you contact us immediately if you are laid off, furloughed, or have a reduction or significant change in your earnings or disposable income.

## Questions & Answers

**Question:** Who qualifies for the consumer loan payment reduction program?

**Answer:** Members directly affected by a furlough, layoff or reduction in pay and have a consumer loan(s) with Safe 1 that is paid up-to-date.

**Question:** What if I have been laid off or furloughed?

**Answer:** If you have been laid off, you may be allowed to skip up to two monthly payments on your auto loans, recreational vehicle loans, or signature loans. If you are employed by a government agency that has implemented furloughs, we may allow you to skip monthly payments on your consumer loans. The number of payments will be determined on a case-by-case basis.

**Question:** What if I have a reduction in hours or pay?

**Answer:** If you have had a reduction in pay, you may be able to reduce your monthly consumer loan payments with Safe 1. This includes auto loans, recreational vehicle loans, signature loans and personal computer loans.

**Question:** Do I have to apply for the program?

**Answer:** Yes. Lending laws and regulations require we obtain signed documents, since this program changes the terms of your loan. Regulations also require we obtain proof of your ability to pay the debt in question in addition to your other monthly obligations. We suggest you contact us by telephone to apply for assistance. All requests are handled by our Collections Department and subject to approval, and you will be advised when your payment amount changes.

**Question:** How much will my payments be reduced?

**Answer:** The amount of your payment reduction will vary based on your ability to repay the debt, the loan type, interest rate, and remaining balance. Some payment reductions will be permanent, while others may be temporary, depending on your specific circumstances.

**Question:** How will this affect my loan and my credit record?

**Answer:** In many cases, your loan term will be extended in order to lower your monthly payments. That means it will take longer to payoff your loan and you will pay more in total finance charges. However, our loan modification programs will not impact your credit history or credit score, which ensures that your borrowing power will remain unchanged.

**Question:** Are there any fees to take part in these programs?

**Answer:** There will be a nominal fee for loan extensions on consumer loans. You may contact us for current fee schedules or obtain online at Safe1.org.

**Question:** If I obtain a short-term, zero percent-interest loan, will it be reported to the credit bureaus?

**Answer:** Yes, we will obtain a credit report as part of the qualification process and your loan, if granted, will be reported to the credit bureaus just like any other credit facility you have which may impact your credit score. Additionally, if your loan is not paid back in full, it may be sent to a collection agency.

**Question:** How do I apply?

**Answer:** To apply, you may stop by any conveniently located Safe 1 branch location, through the Safe 1 website, safe1.org, or via digital banking.

Member Assistance Programs offered by Safe 1 Credit Union are subject to change at any time without prior notice.

If you have more questions or want to learn more about our Member Assistance Programs, contact our Call Center at (877) 723-3128.