Introduction

There are many ways credit unions are working to provide assistance for their members and communities affected by the coronavirus disease (COVID-19). By sharing your credit union's efforts pertaining to COVID-19, you will help us share the credit union difference as we continue to advocate for our movement.

The following questions will ask about products for impacted members, business continuity and employee assistance, and other ways your credit union is working to help those affected by COVID-19. As a movement, it's important we aggregate the assistance credit unions have provided and share this with each other, our communities, and Congress. CUNA and AACUL, in coordination with your state league, thank you for adding your credit union's assistance to the collection.

If you have any questions about this survey, please contact Charles Dahan at cdahan@cuna.coop.

*1. Please provide your Credit Union's information.

Full credit union name (please abbreviate FCU, CU, ECU, etc.):

City:

State:

Name of person submitting:

Email of person submitting:

* 2. Please indicate which of the following types of assistance, if any, your credit union offered/offers those affected by COVID-19. (Select all that apply.)

- New loan products (e.g., payroll advance, 0% personal loan, deferred payment, etc.)
- Modifications to existing loans (e.g., skip-a-payment, reduced interest, etc.)
- Fee waivers
- Other services (e.g., financial counseling, debt consolidation, credit protection, etc.)
- Donations or assistance to community organizations
- Other (please specify):
3. Please indicate whether or not your credit union offered/offers each of the following loan options specifically to help members affected by COVID-19.

Then, for each of the loan types that is offered, please provide the rate (round to the nearest whole number), term, and maximum amount allowed.

<table>
<thead>
<tr>
<th>Loan Type</th>
<th>Offered?</th>
<th>Rate:</th>
<th>Term:</th>
<th>Maximum amount</th>
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</thead>
<tbody>
<tr>
<td>Reduced- or no-interest</td>
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<tr>
<td>Deferred-payment</td>
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<tr>
<td>Reduced- or no-interest payroll advance</td>
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<tr>
<td>Other (please specify below)</td>
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Please describe the "other" loan product your credit union offers.
4. Please indicate which of the following loan modifications, if any, your credit union offered/offers to members affected by COVID-19. *(Select all that apply.)*

- [ ] Interest-only loan repayment
- [ ] Loan extensions (skip-a-payment)
- [ ] Reduced- or no-interest on existing loans
- [ ] Line of credit increases
- [ ] Other (please specify):
5. Please indicate which of the following fee waivers, if any, your credit union offered/offers to members affected by COVID-19. *(Select all that apply.)*

- [ ] Early withdrawal penalty on certificates of deposit
- [ ] Skip-a-payment fee
- [ ] Overdraft fee
- [ ] Loan application fee
- [ ] Other (please specify):


6. Please indicate which of the following services, if any, your credit union offered/offers to members affected by COVID-19. *(Select all that apply.)*

- [ ] Financial counseling
- [ ] Debt consolidation
- [ ] Credit protection
- [ ] Other (please specify):

7. Please share any other information you would like us to know about the loan products, loan modifications, fee waivers, or these other services your credit union offers to assist members affected by COVID-19.

8. Thinking about all of the support your credit union is offering your members and the community to assist those affected by COVID-19, please tell us how you have advertised these programs.
9. What is the total amount in monetary contributions your credit union has donated to other organizations providing assistance to those affected by COVID-19?

Total donations: ($) 

10. Please provide a list of the organizations to which your credit union has made contributions to provide assistance to those affected by COVID-19. *(Please list each organization separately.)*

Organization: 

Organization: 

Organization: 

Organization: 

Organization: 

11. Any other information you would like to share about the contributions or other assistance your credit union has made to organizations supporting those affected by COVID-19?
12. Please indicate if your credit union has sent, or plans to send, your members information on any of the following to help prevent identity theft and scams. (*Select all that apply.*)

- [ ] Protecting personally identifiable information
- [ ] Raising awareness of phishing scams
- [ ] Recognizing potential scams targeting the elderly
- [ ] Other (please specify):
13. Has your credit union enacted or considered a paid leave program for your hourly and salaried employees? *(Select all that apply.)*

- Have paid leave for employees individually affected by COVID-19
- Have paid leave for employees with a family member(s) affected by COVID-19
- Considering paid leave for employees individually affected with COVID-19
- Considering paid leave for employees with a family member(s) affected with COVID-19
- Other (please describe):

14. Does your credit union offer or plan to offer remote access services, such as video teller services, to assist members and allow staff to work remotely?

- Yes
- No

If yes, please tell us what you offer/plan to offer.

15. Has your credit union enhanced, or does it plan to enhance, its mobile app to meet the needs of members disinclined or unable to visit a branch?

- Yes
- No

If yes, please tell us how you have done so.
16. Which member-service areas have been adversely affected, and which are you worried will be affected, by COVID-19? (Select all that apply.)

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<thead>
<tr>
<th></th>
<th>Has been affected</th>
<th>Worried will be affected</th>
<th>Not anticipated to be affected</th>
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</thead>
<tbody>
<tr>
<td>Branch hours</td>
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<td></td>
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<tr>
<td>Customer service</td>
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<td>Loan issuance</td>
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<td>Financial counseling</td>
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</table>

Any other member-service areas being affected?

17. How has COVID-19 affected your hours of operation? (Select all that apply.)

- [ ] We have closed all of our branches/offices
- [ ] We have closed some of our branches/offices
- [ ] We have shortened our lobby office hours
- [ ] We have shortened our drive-up hours
- [ ] We have extended our lobby office hours
- [ ] We have extended our drive-up hours
- [ ] Currently no changes, but considering branch closures
- [ ] Currently no changes, but considering shortened office hours
- [ ] No changes considered imminent
- [ ] Other (please describe):

18. If cost or regulation were not a hinderance, what services would you like to offer to your members and/or staff?
19. Is your credit union equipped/prepared to support other credit unions that may have to temporarily close in response to COVID-19?

- [ ] Yes
- [ ] No (if no, please skip the next question)

20. If you or someone at your credit union would be willing to discuss your plans/best practices with other credit unions, please provide the following information.

- Contact name: 
- Title: 
- Email address: 
21. Credit unions put their mission into action by assisting members and their communities during crises. It is important we share these actions with representatives and the movement whenever possible.

If you have a story about your credit union's or your members' experience during the COVID-19 pandemic that exemplifies the credit union mission, please provide a brief summary. *(If not, please continue with the next question.)*

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<tr>
<th></th>
<th>Have shared with...</th>
<th>Considered sharing with...</th>
<th>Have not considered</th>
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<tbody>
<tr>
<td>Local media</td>
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<tr>
<td>National media</td>
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<tr>
<td>Local government officials (city, county)</td>
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<tr>
<td>State government officials</td>
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<tr>
<td>Federal government officials</td>
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<tr>
<td>On your credit union's website</td>
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<tr>
<td>Delivered to members through external communication</td>
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22. Please tell us if you have shared, or have considered sharing, your efforts, experiences, or stories with each of the following stakeholders.

Any other ways you have shared your stories?
23. If you would like assistance in communicating your efforts with any of the stakeholders listed above, please provide the following information.

<table>
<thead>
<tr>
<th>Contact name:</th>
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<tbody>
<tr>
<td>Title:</td>
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<td>Email address:</td>
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