

Emergency Relief from American Airlines Federal Credit Union

At American Airlines Credit Union, we're always looking for ways to care for our members. During this challenging time, we're offering additional flexibility for our members with several different types of loans. If you have any questions regarding the following information, we encourage you to reach out using our various online options. You can also call us at (800) 533-0035; however, please be aware that call-waiting times may be higher than normal. Thank you for your patience.

Emergency Payment Relief

CONSUMER & BUSINESS LOANS

If you have a **vehicle loan, line of credit or personal loan** with us, on March 24, 2020 **we deferred your loan payments** for one month automatically*. The same was done for most business loans on March 30, 2020.

All Credit Union direct deposits will be credited from your paychecks as usual, but the funds will remain in your share (savings) or checking accounts. These funds will be available to you and **will not** automatically transfer to the loan.

If you wish to make a payment, you can easily do so via transfer through online or mobile banking, phone banking or by either calling your local branch or (800) 533-0035 and speaking with a member advocate. Please be advised that call-waiting times may be higher than normal during this time.

* Interest will continue to accrue resulting in additional interest paid on the loan(s) and your loan maturity date will be extended. Some members may be excluded due to extenuating circumstances, for example, members whose account is not in good standing or their loans are not paid current.

LOANS SECURED BY REAL ESTATE

Due to regulatory limitations that call for a signature to amend a mortgage's term and maturity date, we cannot automatically defer payments on loans secured by real estate (**first mortgage and home equity loans**). Due to the volume of deferrals already requested, requests made on or after March 25, 2020 will have their May and June payments deferred. You can email** mortgagehelp@aacreditunion.org with an explanation why you need relief and we will contact you later with exact details.

** Emails should include the primary borrower's name and property address, but should NOT include your account number. An explanation should include dates and details such as layoff, reduced hours or other relevant facts. Further documentation may be requested.

CREDIT CARDS

We cannot automatically defer **credit card** loans. You may contact the Credit Union if you need to defer a credit card payment.

REFINANCED STUDENT LOANS SERVICED BY UNIVERSITY ACCOUNTING SERVICES (UAS)

If you need to discuss repayment options to keep your account in good standing, please log in to your [UAS loan account](#), [send a message](#) or call (800) 723-2210 to speak with a servicing agent.

EMERGENCY LOAN PROGRAM

In addition to a number of personal loan options available to help members in time of need (visit AACreditUnion.org/borrowing/loans-personal/), a limited-qualification emergency loan program is now available for you to apply online. This program's purpose is to provide support for members who need assistance with critical monthly expenses as a result of the current public health emergency.

We're doing everything we can to make this deferral as easy as possible; however, there may be some additional changes you want to consider. Please read the following sections to identify your existing financial transactions and make any changes necessary to keep your payments on schedule.

| TRANSACTION TYPE | WHAT TO EXPECT | WHAT TO CONSIDER |
|---|---|---|
| DIRECT PAYMENTS/ AUTOMATED CLEARING HOUSE (ACH) PAYMENTS AND TRANSFERS | ACH transactions you've set up through the Credit Union will not post to the loan. | If you still want to make your payment from another institution, contact us to request your ACH transaction be processed. |
| ACH TRANSFERS, LOAN PAYMENTS FROM OTHER FINANCIAL INSTITUTIONS | ACH transfers, loan payments that you've set up through other financial institutions will post to the loan. That can't be stopped automatically. | Please contact your other financial institutions to temporarily stop the payment from being sent. |
| SHARE CERTIFICATE WITHDRAWAL | If you have a share certificate and you anticipate needing some or all of those funds during this challenging time, we will waive the first early withdrawal penalty for a partial or full withdrawal with an explanation to include dates and details such as layoff, reduced hours or other relevant facts. Further documentation may be requested. | Please contact us if this is the best option for you. |

Once again, if you should have any questions regarding this information, reach us using our online channels or call us at (800) 533-0035. But please be advised that call-waiting times may be higher than normal during this time.