



Notice: The below list is to provide affected federal employees with website links and phone numbers for financial institutions. Financial institutions may provide the following services:

- Fee waivers and fee adjustments
- Temporary forbearance
- Low interest or no interest loans
- Suspension of negative credit reporting
- Payment options

This list is not exhaustive and consumers facing hardship are encouraged to contact their financial institution to inquire about payment options that may be available. Financial entities operating in Pennsylvania offering relief for federal employees can contact DoBS to be added to the list.

Consumers are encouraged to call 1-800-PA BANKS for questions, concerns or complaints.

Institution Name	Shutdown Assistance	Phone #	Institution Name	Shutdown Assistance	Phone #
American Heritage Credit Union	Yes	215.992.0225	M&T Bank	Yes	800.724.2440
Americhoice Fed. Credit Union	Yes	717.697.3474	NASA Fed. Credit Union	Yes	888.627.2328
Bank of America	Yes	844.219.0690	Navy Fed. Credit Union	Yes	888.842.6328
BB&T	Yes	800.226.5228	PenFed	Yes	800.247.5626
Capital One Bank	Yes	877.383.4802	Penn Community Bank	Yes	215.788.1234
Citibank	Yes	877.211.3758	Peoples Security Bank and Trust	Yes	888.868.3858
Citizens Bank	Yes	866-991-0404	PNC Bank	Yes	888.762.2265
Customers Bank	Yes	610.482.4283	PSECU	Yes	800.237.7328
Democracy Fed. Credit Union	Yes	202.488.5400	Riverview Bank	Yes	888.765.7551
Dollar Bank, FSB	Yes	800.242.1616	S&T Bank	Yes	800.325.2265
Fedchoice Fed. Credit Union	Yes	301.699.6151	Santander Bank	Yes	888.875.5089
First Commonwealth Bank	Yes	844.711.2265	State Department Fed. Credit Union	Yes	703.706.5000
FNB PA	Yes	800.555.5455	TD Bank	Yes	800.742.2651
Franklin Mint Fed. Credit Union	Yes	610.325.5100	The Huntington National Bank	Yes	888.697.4682
Fulton Bank	Yes	800.385.8664	Partnership Fed. Credit Union	Yes	800.285.3286
GSA Fed. Credit Union	Yes	202.876.2121	TruMark Financial Credit Union	Yes	215.953.5353
Chase Bank	Yes	888.356.0023	Univest Bank and Trust Company	Yes	877.723.5571
Justice F.C.U	Yes	800.550.5328	USAA F.S.B.	Yes	210.531.8722
KeyBank	Yes	800.539.2968	USPS Fed. Credit Union	Yes	800.877.7328
Lafayette Ambassador Bank	Yes	800.752.8400	Wells Fargo Bank	Yes	800.219.9739

<u>Mortgage Servicers (Banks and Non-Banks)</u>	<u>Shutdown Assistance</u>	<u>Phone #:</u>
Arvest Central Mortgage	<u>YES</u>	800.366.2132
Bank of America	<u>YES</u>	844.219.0690
BB&T	<u>YES</u>	800.226.5228
Caliber Home Loans	<u>YES</u>	800.401.6587
Capital One	<u>YES</u>	877.383.4802
Carrington Mortgage Services	<u>YES</u>	888.267.0584
Cenlar	<u>YES</u>	866.430.9685
Chase Bank	<u>YES</u>	888.356.0023
CitiMortgage	<u>YES</u>	877.211.3758
Citizens One Home Mortgage	<u>YES</u>	866.991.0404
Ditech Financial	<u>YES</u>	800.643.0202
Fifth Third Mortgage	<u>YES</u>	866.601.6391
Flagstar Bank	<u>YES</u>	800.393.4887
Freedom Mortgage	<u>YES</u>	855.690.5900
Huntington National Bank	<u>YES</u>	888.697.4682
M&T Mortgage	<u>YES</u>	800.724.1633
Mr. Cooper/Nationstar	<u>YES</u>	888.480.2432
Ocwen Loan Servicing	<u>YES</u>	800.746.2936
PennyMac	<u>YES</u>	800.777.4001
PHH Mortgage	<u>YES</u>	800.449.8767
PNC Mortgage	<u>YES</u>	888.762.2265
Provident Funding	<u>YES</u>	800.448.7768
Quicken Loans	<u>YES</u>	800.508.0944
Regions Mortgage	<u>YES</u>	800.REGIONS
Suntrust Mortgage	<u>YES</u>	877.820.2103
TD Bank	<u>YES</u>	866.325.4516
U.S. Bank	<u>YES</u>	877.760.6046
USAA Federal Savings Bank	<u>YES</u>	210.531.8722
Wells Fargo Home Mortgage	<u>YES</u>	800.219.9739