

COVID-19 Financial Assistance

from First Financial Federal Credit Union



To provide some relief during these personally and financially challenging times, we're providing the following services to meet your needs:



Loan relief options

- [Loan Payment Deferrals](#) – available up to 6 months
- [Skip-A-Payment](#) – offering no fee service
- [Share Secured Loans](#) – reduced rates to 1% above current share savings and share certificate dividend rates
- [New Fixed Rate Loans](#) – extending first payment due dates up to 90 days
- **Easy and Convenient Loan Application Process:**
 - [Apply online:](#) 24 hours a day, 7 days a week
 - [By phone:](#) 410-321-6060, option 4 Monday through Thursday, 8am to 6pm, or Friday, 8am to 3pm



Easier access to funds & resources

- [Share Certificates](#) – offering no penalty, early withdrawals
- [Check Deposits](#) – increasing funds availability for deposits made at the ATM and [Mobile deposit](#)
- [Fee Reversals](#) – increasing availability for non-sufficient funds (NSFs), ACH and check overdrafts
- [New Educational Resources](#) – free tools to help you manage your personal finances and potential hardships you may face
- [Fraud Warnings & Reminders](#) – keeping you safe and on guard against Coronavirus-related scams



Remote service access

- [Account access 24/7](#) – enjoy from the comfort of your own home with online banking, banking by phone, and mobile banking
- [Mobile deposit](#) – quick and easy right at your fingertips
- **Extended and weekend Member Services Call Center hours:**
 - 410-321-6060, option 5
 - Monday – Friday: 8am to 11pm
 - Weekends and Holidays: 9am to 5pm

Rest assured, we are here and committed to supporting you during these difficult times. To learn more about our financial relief options, please contact us at 410-321-6060 option 5 or visit us at www.firstfinancial.org.