

Mortgage assistance during COVID-19 outbreak

Institution	COVID Assistance	Phone	Website
Ally Bank	Existing mortgage customers will be allowed to defer payment for up to 120 days (No late fees will be charged; interest will accrue).	(866) 401-4742	<a href="https://www.ally.com/coronavirus-response/?CP=EML400001705">https://www.ally.com/coronavirus-response/?CP=EML400001705</a>
Bank of America	Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.	(866) 466-0979	<a href="https://about.bankofamerica.com/promo/assistance/latest-updates-from-bank-of-america-coronavirus">https://about.bankofamerica.com/promo/assistance/latest-updates-from-bank-of-america-coronavirus</a>
Quicken Loans (Rocket Mortgage)	90 day forbearance to borrowers affected by COVID-19.	(800) 863-4332	<a href="https://www.rocketmortgage.com/learn/mortgage-assistance-covid19">https://www.rocketmortgage.com/learn/mortgage-assistance-covid19</a>
Citi Bank	Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.	(866) 272-4749	<a href="https://online.citi.com/US/JRS/pands/detail.do?ID=covid19">https://online.citi.com/US/JRS/pands/detail.do?ID=covid19</a>
El Dorado Savings Bank	Offering temporary loan forbearance, loan modifications, and payment restructuring for customers who contact them.	(800) 222-8999	<a href="https://www.eldoradosavingsbank.com/Announcement">https://www.eldoradosavingsbank.com/Announcement</a>
Farm Bureau Bank, FSB	Encouraging members who may be impacted or need assistance to reach out as soon as possible.	(800) 492-3276	<a href="https://www.farmbureaubank.com/Content/Documents/PDF/External/COVID%20Relief_Final.pdf">https://www.farmbureaubank.com/Content/Documents/PDF/External/COVID%20Relief_Final.pdf</a>
JP Morgan Chase	Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.	(800) 848-9380	<a href="https://www.chase.com/digital/resources/coronavirus/mortgage">https://www.chase.com/digital/resources/coronavirus/mortgage</a>
Nevada State Bank	Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.	(866) 909-9657	<a href="https://www.nsbank.com/it-matters/coronavirus/">https://www.nsbank.com/it-matters/coronavirus/</a>
State Farm Bank	Encouraging members who may be impacted or need assistance to reach out as soon as possible.	(877) 734-2265	<a href="https://newsroom.statefarm.com/covid-19/">https://newsroom.statefarm.com/covid-19/</a>
US Bank	Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.	888-287-7817	<a href="https://www.usbank.com/home-loans/mortgage/mortgage-help-and-repayment-options.html">https://www.usbank.com/home-loans/mortgage/mortgage-help-and-repayment-options.html</a>
Wells Fargo	Offering 90 day forbearance, fee waivers, payment deferrals and other expanded assistance for mortgage customers who contact the company.	(800) 219-9739	<a href="https://www.wellsfargo.com/com/focus/coronavirus-updates/">https://www.wellsfargo.com/com/focus/coronavirus-updates/</a>
Clark County Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(702) 228-2228	<a href="https://www.ccculv.org/Mortgage-Loans.aspx">https://www.ccculv.org/Mortgage-Loans.aspx</a>
Loan Depot	Offering short-term loan assistance for customers experiencing financial hardships.	(888) 983-3240	<a href="http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf">http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf</a>
Silver State Schools Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(800) 357-9654	<a href="https://pages.silverstatecu.com/covid19/">https://pages.silverstatecu.com/covid19/</a>
One Nevada Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(702) 382-4094	<a href="https://onenevada.org/mortgage/">https://onenevada.org/mortgage/</a>
Great Basin Federal Credit Union	Members are eligible skip for a mortgage payment due in March, April, May, or June 2020. Late fees will be waived on March and April payments.	(775) 789-3115	<a href="https://www.greatbasin.org/coronavirus/">https://www.greatbasin.org/coronavirus/</a>
WestStar Credit Union	Offering loan deferrals, skipped payments, fee reductions and waivers and other options for those who are in need.	(800) 729-9328	<a href="https://www.weststar.org/coronavirus">https://www.weststar.org/coronavirus</a>
Sierra Pacific Credit Union	Members are eligible skip a mortgage payment if they are financially by COVID-19 shutdowns or illness. Interest will still accrue, and some loans may lose GAP coverage depending on the insurance provider's policy.	(775) 857-2424	<a href="https://www.sierrapacificcu.org/covid-19-updates-and-assistance/">https://www.sierrapacificcu.org/covid-19-updates-and-assistance/</a>
Churchill County Federal Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(775) 423-7444	<a href="http://www.cfcu.biz/announcements/covid-19-statement">http://www.cfcu.biz/announcements/covid-19-statement</a>
Reno City Employees Federal Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(775) 334-2038	<a href="https://www.rcefcu.com/">https://www.rcefcu.com/</a>
Elko Federal Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(775) 738-4083	<a href="https://elkofcu.org/lending/home-loans/">https://elkofcu.org/lending/home-loans/</a>
Greater Nevada Credit Union	Encouraging members who may be impacted or need assistance to reach out as soon as possible.	(800) 421-6674	<a href="https://www.gncu.org/About-Us/News-Updates/COVID-19">https://www.gncu.org/About-Us/News-Updates/COVID-19</a>
Boulder Dam Credit Union	Encouraging members who may be impacted or need assistance to reach out as soon as possible.	(702) 293-7777	<a href="https://www.boulderdamcu.org/Coronavirus">https://www.boulderdamcu.org/Coronavirus</a>
Financial Horizons Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(800) 778-1623	<a href="https://www.fhcnv.org/media/1144/fhcu-covid-19.pdf">https://www.fhcnv.org/media/1144/fhcu-covid-19.pdf</a>
Plus Credit Union	Offering 90 day forbearance, fee waivers, flexible payment options for members who contact the credit union.	(702) 871-4746	<a href="https://www.pluscu.org/main.htm#loans">https://www.pluscu.org/main.htm#loans</a>
Pahrnagat Valley FCU	Encouraging members who may be impacted or need assistance to reach out as soon as possible.	(775) 725-3586	