

# OHecu Coronavirus (COVID-19) FAQs

## **I need more information on the Federal Stimulus payments. Where can I find this information?**

Please visit the website of the Internal Revenue Service (IRS) at [irs.gov](https://www.irs.gov) for all information regarding Federal Stimulus Payments.

## **Is my money safe?**

Yes. Your deposit accounts are insured up to \$250,000 per account through American Share Insurance.

## **Are your branch offices closed?**

No. Our staff are still here to serve you. However, our branch lobbies will be closed to member visits until further notice.

## **How long will your lobbies be closed?**

At this time, we are not sure how long our lobbies will be closed. We are following the recommendations of the CDC, The Ohio Department of Health, and the Governor's Office. We will provide frequent updates on our website and will be communicating frequently via email to our membership.

## **How can I perform transactions on my account if your lobbies are closed?**

We offer many options to perform transactions through our Home Banking, Mobile Application, Mobile Remote Deposit, and Toni the Touch Tone Teller. More information on our convenience services is available on this website. If you need assistance with the setup/registration process, please contact your branch or the Member Service Center.

## **How can I get cash if your lobbies are closed and I don't have an ATM/Debit card?**

If you need immediate access to cash, we advise you to visit one of the Shared Branching locations which offers drive-through services see locations at [OHecu.com/news-and-events](https://www.ohecu.com/news-and-events).

We can also order an ATM/Debit card for you, so you are able to access your cash at any time through one of our over 14,000 surcharge free ATM's in our network.

If neither of these options will work for you in the interim, you can use our Night Drop deposit to make a request for a cash withdraw. You will be required to provide your ID along with your member ID and the amount of your request in writing. One of our branch staff will process the transaction and provide you with your cash and ID in an envelope at the vestibule door.

Please contact our branch when you arrive so we can process your request as quickly as possible during normal branch hours.

## **Can I still apply for a loan?**

Yes. You can apply for a loan online by visiting our website. Once approved, loan documents for all consumer loans (including VISAs, personal loans and auto loans) can be delivered and signed electronically.

## **What if I am having difficulty making my loan payments? Is there anything the credit union can do to help?**

Yes. If you are experiencing financial difficulty due to the recent events and have experienced a job loss or decrease in income, we are able to offer a Skip a Payment to help you through this difficult time.

**I have my vehicle lease with you and am having difficulty making my payments, is there anything OHecu can do to help?**

Yes. If you are experiencing financial difficulty due to the recent events and have experienced a job loss or decrease in income, we are able to offer a lease payment deferment to help you through this difficult time. You should be aware that if you do elect a Lease Payment deferment, you will still be responsible to make up that payment prior to lease turn in.

**I have a Private Student Loan with you and am having difficulty making my loan payments, is there anything OHecu can do to help?**

You should contact the loan servicer, University Accounting Service at [800-723-2210](tel:800-723-2210), and they can discuss a loan forbearance with you.

**Do you offer any payment assistance for my mortgage loan (first mortgage)?**

You will need to contact your mortgage loan servicer. If the loan is being serviced by myCU Mortgage you may contact Member Care at [membercare@mycumortgage.com](mailto:membercare@mycumortgage.com) or [877-912-8006](tel:877-912-8006).

If the loan is being serviced by Servion Mortgage will need to contact John Ahlness at [651-765-6769](tel:651-765-6769).

**If your lobbies are closed can I still do a wire transfer?**

Yes. We can accommodate this by appointment only since these require you to visit our office. Contact your branch for assistance.

**Can I still apply for and close my Home Equity Loan?**

Yes. You can either apply online or we can take your application over the phone. When it comes time to close your loan, we will schedule an appointment with you to visit the branch in order to sign your loan documents.

**Will there be any disruption to my direct deposit or tax refund deposit to my account?**

No. Your deposits will be processed as normal and will be credited to your designated account and available as normal.

**Will my automatic share draft loan payment still be processed as normal?**

Yes. Your automatic payment will still be processed as usual.

**Will my automatic payments that I have setup to pay my bill which are tied to my debit card or checking account via an ACH payment continue?**

Yes. These payments will continue as scheduled.

**Will I be charged a penalty if I close my Term Share Certificate prior to expiration?**

No. We are currently waiving all early withdraw penalties.

**Can I access the funds in my Holiday Savings account?**

Yes. You can withdraw those funds at this time. Your holiday account will remain open.



**The Ohio Educational  
Credit Union**