

A Message for Our Commercial Loan Borrowers

3/19/20

News about coronavirus (COVID-19) and its impact continues to develop, raising concerns for our communities and the businesses, organizations, and schools that serve them. If cancellations or other impact from COVID-19 negatively affect your business cash flow, Self-Help encourages you to reach out to us if you need assistance with your loan. Please contact your loan officer or Commercial Loan Servicing at: 1-800-747-3215.

The Small Business Administration has announced that it will make Economic Disaster Recovery Loans available. These loans are offered through SBA directly, and you can find additional information at <https://www.sba.gov/disaster>, or by contacting the SBA disaster assistance customer service center at 800-659-2955 or disastercustomerservice@sba.gov.

Also, we recommend that you contact your insurance agent to discuss your coverage. It is our understanding that most policies exclude coverage for damage due to a communicable virus, but your insurance agent can confirm. At a minimum, you may be able to adjust your policy based on updated sales and payroll data to get some immediate relief.

For additional information on COVID-19, please visit the following websites:

- Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- SBA Guidance for Businesses and Employers to Plan and Respond to COVID-19: <https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19>
- World Health Organization: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
- NC Department of Health and Human Services: <https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

Please know that Self-Help stands ready to work with you. We hope that you, your loved ones, employees and neighbors are healthy and are taking all appropriate precautions for yourselves and your community.

Thank you,

The Self-Help Commercial Lending and Commercial Lending Asset Quality Teams

