

Stronger Together

Supporting Your Credit Union Through Difficult Times



CUNA Mutual Group is proud to be part of such a strong movement of people helping people. We're also proud to support your credit union and members during these challenging times.

In response to COVID-19, we've made the following updates (as of April 22, 2020):

Business Protection (Credit Union Protection)



- **On Premises Limit** – Automatic \$500,000 increase for Bond Policyholders until midnight 7/1/2020
- **Workers Compensation** – Hartford suspended cancellations for non-payment of premium until 5/31/2020 and will not assess late fees for premiums due on or before 5/31/2020
- For more on Business Protection updates, [view our FAQs](#)

CUNA Brokerage Services, Inc. (CBSI)



- **Virtual Enablement** – offered immediate, multiple online training sessions for advisors to securely and compliantly remote-connect with credit unions and members
- **Live Market Updates** – initiated weekly insights from Chief Market Strategist, Scott Knapp, to help advisors educate members to overcome realistic fears, focus on facts and think through prudent actions to take with their investments
- Hosted **Best Practices to Manage Successfully Through COVID-19** live call-in with 100+ credit union leaders sharing strategies for protecting staff, continuing operations and effectively engaging members in a newly remote world ([recording here](#))
- **Expedited access for all advisors** – enabled a tool that speeds up new account setup, allowing them more time to focus on members and enabling remote-signing of forms electronically using DocuSign
- **Advisor Repository** – created a new “Market Volatility” Member Communication page to boost advisors’ ability to provide timely, pre-approved outreach to keep members informed
- For more on CBSI updates, [view our FAQs](#)

Lending Programs



- **Guaranteed Asset Protection:**
 - **GAP Plus** – Eligibility for Plus benefits (expiring between March 1, 2020 and June 1, 2020) extended to August 31, 2020
 - **GAP Waivers** – Two additional skip payments (taken between March 1, 2020 to July 31, 2020) are allowed on all active waivers
- **Credit Insurance and Debt Protection:**
 - Standard Credit Insurance and Debt Protection products already have a built-in 90-day grace period
 - Our Claims process has been streamlined to improve claims servicing and speed processing
- **Compliance Systems** – developed a software solution that pairs with select Loan Originating Systems to streamline loan processing and support credit unions' Paycheck Protection Program efforts
- **LOANLINER® Customization Fees** – waived if the intent is to assist members experiencing financial hardship due to COVID-19
- **Loanliner.com Emergency Aid Loan** – offering configured personal loan workflow to help consumers apply for financial help
- **Loanliner® Documents** – working with credit unions to modify skip-a-pay programs
- For more on Lending updates, **view our [FAQs](#)**

Retirement Plans



- **Help for Challenging Times Portal** – Credit unions with CUNA Mutual Retirement Solutions plans have access to resources (webinar recording, risk assessment, articles, videos, calculators) to assist employees in managing their retirement plans
- For more on Retirement Plan updates, **view our [FAQs](#)**

TruStage Insurance Program



- **AD&D, Life and Health:**
 - Effective March 12, 2020, we will not cancel or non-renew policies for failure to pay premiums due for 90 days
- **Auto & Home:**
 - Liberty Mutual is providing [auto insurance policyholders](#) a 15% refund on two months of their annual premium
 - Liberty Mutual is prepared to work closely with members who need assistance on deferring Auto & Home insurance payments to avoid policy cancellation; visit libertymutual.com/covid-19 for more information
- For more on TruStage Insurance updates, **visit our [FAQs](#)**



For more information, visit cunamutual.com/strongertogether