

Coronavirus (COVID-19) Relief Programs

Fee Waiver Relief Program

Consumer COVID-19 Relief

For New York consumers who demonstrate financial hardship from COVID-19 pandemic, Flushing Bank will be waiving the following fees effective March 27, 2020 through June 25, 2020:

- ATM/Debit Card fees will not be charged at Flushing Bank Automated Teller Machines (ATMs).
 - » This applies to anyone who uses a Flushing Bank owned ATM, both Flushing Bank customers and non customers
- Flushing Bank customers only
 - » Flushing Bank will waive overdraft fees for Flushing Bank customers who demonstrate financial hardship from COVID-19 pandemic
 - » To place a claim for those fees, please contact your local Flushing Bank branch or call **800.581.2889** (855.540.2274 TTY/TDD), Monday - Sunday from 7 a.m. to 11 p.m. ET

Flushing Bank Credit Card Services

Elan Financial Services, Flushing Bank's credit card service provider, has made the following concessions to Flushing Bank cardmembers that may be experiencing difficulties due to COVID-19:

Waiving of Fees for the following:

- Prevent assessment of late fees (consumer and business)
- Prevent assessment of overlimit fees (business)
- Request for statement copies
- Rush card requests
- Prevent an account from moving to penalty pricing (business)

In order to receive these concessions, cardmembers must contact Elan's Cardmember Service team by dialing the number found on the back of the credit card.

Small enough to know you.
Large enough to help you.®

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Commercial ■ Business ■ Consumer **Bank**