



Enbright Credit Union

Cancer Care Debt Relief Program

Board Approval:

Cancer Care Debt Relief Program

Enbright Credit Union has created this program to provide relief for cancer patients and their families with their finances as they go through treatment and recovery from cancer. Our goal is to provide financial relief on existing debts with Enbright for a period of 6 - 18 months, depending on the severity of treatment and length of recovery time for our members. This program will allow relief to our members and allow them ability to get some additional funds to help with treatment, travel and everyday expenses when they refinance their debt.

Cancer Care Requirement for Eligibility

The program is open to existing members who have been with the CU for at least one year.

The loan being modified/refinanced must have been open for at least six (6) months prior to seeking participation in the program and must have been opened prior to a diagnosis.

Member applicants must provide a letter from their doctor(s) to substantiate the request for the modification/refinance of their loan(s). Enbright will only retain a copy of the doctor's letter substantiating the diagnosis. All other provided documentation will be retained by the member.

Step One: Modification

Secured Loans (Equity, Auto, etc.)

If the loan is secured by collateral, Enbright CU will suspend payments on their current loan for a period of six (6) months and reduce the interest rate to 0%. Members will have the ability to renew this 0% and \$0 interest 0 payment period modification for an additional six (6) months if the member is still undergoing active cancer treatment or is within six (6) months of completing active treatment of cancer. These modified loan terms will be available for a maximum of 12 months. At the end of 12 months, the CU will review the member's individual financial situation to determine if they can move to a Cancer Care Loan. The member's doctor will need to provide a signed letter on letterhead confirming the members current condition as outlined above.

Unsecured Loans (Personal loan, PLOC, CC, etc)

- If the loan is an unsecured or a Visa (Visa limits will be froze at this point), Enbright CU will suspend payments on their current loan for a period of six (6) months and reduce the interest rate to 0%. Members will have the ability to renew this 0% and \$0 interest 0 payment period for an additional six (6) months if the member is still undergoing active cancer treatment or is within six (6) months of completing active treatment of cancer. These modified loan terms will be available for a maximum of 12 months. At the end of 12 months, a Cancer Care Associate will review the member's individual financial situation to determine if they can move to a Cancer Care Loan. The member's doctor will need to provide a signed letter on letterhead confirming the members current condition as outlined above.
- If the member uses this program for consolidation of a VISA and/or a personal loan, the Visa will be paid off and the limit reduced to \$500 or the remaining limit at the time of the payoff, whichever is greater (at the Cancer Care Associate discretion).

Step Two: Loan

Cancer Care Debt Relief Loan

The Cancer Care Debt Relief program will initially modify the qualified member's loan(s) for a 6-month period with the possibility of as second 6 modification period depending upon circumstances. Following the Modification period(s), The Cancer Care Loan that will be offered to qualified members is a 6-month no-interest and no-payment balloon loan with an amortization that will provide reduced payments from their current monthly payment. This is step two of the Cancer Care Debt Relief Program.

- The 6-month product will be for members in the recovery stage of cancer treatment whose finances have been affected in some way due to the illness. The

member's doctor will need to substantiate the member is in a recovery stage via a signed letter on the doctor's letterhead.

- The members will have a one-time option to continue the 0% interest and \$0 payment at the end of six (6) months if they are able to provide verification that they are still undergoing treatment and/or recovery that is still negatively affecting their finances. This only applies if the member did not apply for a second modification under "Step One".
- For the purchase of ancillary products and/or immediate financial hardship that impairs the member's ability to move forward with this program, the member will be allowed to add some additional money to the loan being refinanced up to a maximum of \$1000 or 20% of the balance, whichever is less.
- If the member uses this program for consolidation of a VISA and/or a personal loan, the Visa will be paid off and the limit reduced to \$500 or the remaining limit at the time of the payoff, whichever is greater (at the Cancer Care Associate discretion).

Cancer Care Loan Specifics and Internal Controls

- Member Program applicants will meet with a Cancer Care Specialist (CCS) to determine a financial toxicity score and overall eligibility for this program. They will then meet with an Enbright CU Member Experience CUCE to prepare a budget and cash flow analysis. This will help Community Financial prepare the best action plan for the members.
- Member Program participants will be required to meet with an Enbright CU Member Experience CUCE every three months during the 0% and \$0 payment period to make sure their financial situation begins to improve because of this program.
- Members can't take on any additional debt with Enbright CU or others during the 0% interest and \$0 payment period without first speaking with a Member Experience CUCU with Enbright CU. If the member fails to notify Enbright CU prior to taking on new debt, Enbright CU reserves the right to call the loan payable in full and/or put the loan back into full repayment with regular interest and payments.
- All the loans made under this program will be treated as modified loans and reported as such.
- The credit union will only allow up to 1.5% of net worth and/or loan portfolio towards this program.
- Once the loan goes into repayment, all normal payment and collections guidelines will apply.
- The Loan Codes for this loan program will be CR (Cancer Relief Secured) and C1 (Cancer Relief Unsecured).

- A new collection queue set up where any loan with these loan codes will reside for monitoring purposes and reviewed on a 6 month basis.
 - ï When an account has been in a Loan Code status of CR or C1 for a 5 month period, it will be reviewed to contact the member for a status on their current condition and to evaluate the next steps to assist the member. Recommendations will be submitted to the Executive Management Team for review and confirmation.
- The Accounting Department will generate a monthly report to be reviewed by Senior Management of all accounts with the CD product code.
- When the member has completed the Cancer Debt Relief program, the account loan code will be changed back to the original code, the interest rate* will be restored back to the rate prior to the member entering the program and payments* will resume at the same amount as prior to entering the Cancer Debt Relief program.
- *With Executive Team approval, there can be modifications to both the interest rate and payment terms when exiting the program.

