



First Fidelity Bank

The finest traditions of community banking

www.bankffb.com

Dear Consumer Loan Customer,

If you are experiencing financial hardship related to the COVID19 crisis First Fidelity Bank is prepared to offer assistance in the form of Loan Payment Deferrals. We are offering those customers affected a three (3) month deferment of your payments with no deferment fee. There will be no payments required for the deferral period, however, interest will continue to accrue at the current Note Rate. Also, there will be no Late Charge assessed during the deferral period.

Under this program, we simply ask that you provide some basic information in order to process your request as quickly as possible. Please fill-in (print or type) the boxes below and return to us by any of the following methods:

- **email to: deferral@bankffb.com**
- **Fax to: 256-845-1152 Attn: Loan Department**
- **Direct Mail: P. O. Box 680378, Fort Payne, Alabama 35968-1604**
- **deliver directly to the Bank Drive-thru Teller 1400 Gault Ave N., Fort Payne, Alabama 35967**
- **place in the Night Deposit Drop Box at the Fort Payne location**

It is our sincere desire to be of assistance, so if you have any questions please do not hesitate to contact us at 256-845-1077 and ask for the loan department. Also, please visit our website at www.bankffb.com for additional banking information.

Thank you,
First Fidelity Bank

Borrower's Name (First and Last)	Loan Account Number(s)	Primary Phone Number:	Alternate Phone Number:	Email Address:
General Description of Hardship (ex. Reduced income, illness, Etc.)				
Date Submitted:				

**** Please Note: Assistance is also available for Business Loans, including Lines of Credit, or loans with other-than-monthly scheduled payments. Although these requests will be addressed on a case-by-case basis, we encourage you to contact us if you need assistance or have any questions.**



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