



Union Savings Bank Frequently Asked Questions about COVID-19

Mortgage Payment Assistance: Please visit our [Borrower's Assistance Program](#) on our website, located under the mortgage loan tab. Look for the red bar along the right side of the page to apply for our assistance program. You may also call our default servicing department at 513-842-5688 to speak with someone.

USB Branch Accessibility: Our branches are open, but we're asking customers to use our drive thru services. All but four of our branches have drive-thru windows. (Branches that do not have a drive through are Hyde Park, Deer Park, Beechmont and North College Hill, all in Cincinnati.) If you have a more complicated transaction, you are welcome to come into the branch for assistance. If you do need to enter a branch, we ask you to practice social distancing and use hand sanitizer, which is located in all branches, to protect yourself and our employees.

Online Banking: If you have a USB checking account, just click on the "online banking" link at the top of our [homepage](#) to go to your account or set up an account. You can check your balance, pay your mortgage, pay other bills, transfer money between your Union Savings Bank accounts and find information you need if you have questions. We also have a service called "24/7 Phone Link." Just call 513-842-7600 or our toll free number, 877-351-0612 and follow the instructions provided.

Closings & Refinancings: Home loan closings and home refinancings are continuing. Your loan officer will set everything up for you. We are mindful that our branch locations can get busy and there is a need for limited contact between bank staff and customers so we're setting up remote locations for our closings. Again, your loan officer will direct and take good care of you.

Essential Business: Banks have been designated an "essential business." That means we are open and we are working hard every day to take care of our customers in the way they've come to expect at USB

Stay Safe: Our number one priority is the safety of our employees and our customers. Our strongest hope right now is that you and your families are healthy and stay that way. Heed the precautions of our leaders and the [Centers for Disease Control and Prevention](#). Take care of yourselves and each other during this time.



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