



## 2020 Credit Union Impact Survey

1. What is the name of your credit union?
2. Which of the following services/products did your credit union provide to assist members specifically as a result of the COVID-19 pandemic? Please check all that apply. (Interest-free loans, Skip-a-pay, Reduced/eliminated fees, Special loan programs, None of these initiatives, Other)
3. If your credit union waived fees, what was the total amount waived?
4. Did your credit union offer Paycheck Protection Program loans in 2020?
5. If yes, approximately what was the total dollar amount granted?
6. Has your credit union offered consumer loan payment extensions? If yes, please include total dollar amount and/or total number of loans.
7. Has your credit union offered mortgage loan forbearances and extensions? If yes, please list total dollar amount and/or total of loans.
8. Has your credit union offered commercial/business loan forbearances/extensions? If yes, please include total dollar amount and/or total number of loans.
9. Does your credit union offer free financial counseling, either through the credit union or a third party vendor/program?
10. If your credit union provided student scholarships in 2020, please list total dollar amount.
11. Optional: Please provide details on your credit union's top three impact/outreach initiatives in 2020.
12. Optional: Please provide a specific incident where your credit union stepped in to help a member.