



## **Sallie Mae Covid-19 Response in Support of Our Employees, Our Customers, and Our Community**

### **Employees**

- Employees in positions that can be performed remotely have been equipped to work from home
- Employees in positions that must be performed in our offices have been spread out in our workspace to increase social distancing; solutions to support all employees' ability to work remotely are near completion
- Certain employees will receive up to five additional days of paid time off in these circumstances
  - they suffer any illness that makes staying at home advisable,
  - they need to care for an ill family member, or
  - they need to care for a dependent child because the child's school or childcare facility is closed due to the pandemic
- 10 days of paid time-off for employees who self-quarantine for 14 days, and encouraging self-quarantine for employees who:
  - Have received a positive test for COVID-19,
  - Have been exposed to someone with COVID-19, or
  - Have traveled outside of the continental United States during the last 14 days
- Limited employee travel to essential business travel only, and limiting travel between company facilities

### **Customers**

- Customers facing financial difficulties are encouraged to contact us in whatever way convenient, by phone or through use of our digital banking features including chat, mobile application, online banking, and bank by phone

- For customers affected by the pandemic, temporary suspension of their student loan payments, without an impact on their credit standing
- Student loan account forbearances or rate and term modification, as warranted
- Waiver of fees for early withdrawal from CD
- Provision of early release of holds on deposits
- Expedited replacement of credit cards and checks

### **Community**

- The Sallie Mae Fund donated \$1 million to food banks in Delaware, Indiana, Massachusetts, Utah, and Virginia – communities where Sallie Mae employees live and work – to support our communities’ most vulnerable residents during these uncertain times
  - Each of these organizations received \$200,000 from The Sallie Mae Fund to help deploy hunger-relief resources to our neighbors in need:
    - [Food Bank of Delaware](#)
    - [Gleaners Food Bank of Indiana](#)
    - [The Greater Boston Food Bank](#)
    - [Utah Food Bank](#)
    - [Loudoun Hunger Relief](#)