



October 15, 2025

The Honorable Maxine Waters
Ranking Member
Committee on Financial Services
U.S. House of Representatives
4340 O'Neill House Office Building
Washington, D.C. 20515

Dear Ranking Member Waters:

Thank you for the opportunity to share how Financial Services Forum member banks are assisting consumers, federal workers, and service members amidst the government shutdown. The Financial Services Forum represents the eight global systemically important banks in the United States. Forum members provide nearly half of all consumer loans by banks, deploying nearly \$5 trillion in loans to businesses and families across the country. In addition to helping consumers build and save for the future, Forum members provide extensive credit to small businesses, underwrite most corporate debt and equity financing, and support local municipalities to build and upgrade vital infrastructure like hospitals, schools, roads, and bridges.

While the government shutdown persists, Forum member banks are providing various forms of financial assistance and relief to help affected consumers, particularly federal workers, military service members, and federal contractors experiencing pay disruptions.

The specific types of relief offered are determined on a case-by-case basis but may include a multitude of solutions, such as:

- **Loan modifications and flexible repayment plans:** Options like payment forbearance or deferred or flexible payments for loans like credit card, mortgage, or auto loans may be available.
- **Waivers and refunds for fees:** The bank may provide refunds or waivers for certain bank fees.
- **Support for small businesses:** Business clients affected by the shutdown can also request assistance with their loans or lines of credit.
- **No negative credit bureau reporting:** For clients who receive assistance, there will be no negative credit reporting if they were up to date on payments prior to the shutdown.

Beyond specific programs, Forum banks are offering personalized assistance based on individual needs and situations. Clients experiencing financial hardship due to the shutdown are encouraged to call a dedicated priority assistance phone line or visit a local branch to discuss their options.

Forum members are closely monitoring the situation and are ready to meet the needs of consumers, federal workers, and service members facing financial hardship. Forum members

will continue to work with their customers, communicate how they can seek relief, and provide options and assistance to help minimize the negative financial impacts from the government shutdown.

Sincerely,

A handwritten signature in dark ink, appearing to read "A. Eversole". The signature is fluid and cursive, with a large initial "A" and a stylized "E".

Amanda Eversole
President, Chief Executive Officer
Financial Services Forum