

What you need to know

Hardship Assistance for Consumer Loans and Credit Cards

If you are experiencing difficulties in making your M&T installment loan (i.e. auto, personal) or credit card payments, you may qualify for a loan extension or credit card re-age assistance.

What is a loan extension?

A loan extension is a temporary solution when you cannot make your loan payment.

If you qualify for assistance:

- Your monthly payment will temporarily be paused
- We will not report your account as being late to the credit bureaus
- Interest will continue to accrue on your account
- If possible, we recommend making a payment during the extension period
This will lower the amount of interest due after the extension period



What is a re-age?



A re-age is a temporary solution that can be leveraged when you are past due on your credit card payments. If you qualify for assistance:

- We will bring your delinquent account to a Current status
- Your past due payments will no longer be due immediately
- Interest will continue to accrue on your account

What if I need an extension on my loan or a re-age on my credit card?

Please complete the [online Hardship Assistance Form](#) or call 1-800-724-2525 to start this process. After submitting the online form, an M&T representative will contact you shortly to discuss available options.



What happens when my loan extension ends?

- ✓ Your monthly payments will resume on your due date
- ✓ Your loan term will be extended by the number of months you received the extension for
- ✓ Because interest accrued during your loan extension, your payments will be applied to outstanding interest first, then principal balance until the outstanding interest is paid

What happens after my credit card re-age is completed?

- ✓ Your account will be brought to a Current status
- ✓ Your minimum monthly payment will resume on your due date



If you continue to experience hardship and need further assistance after an extension or re-age is completed, please contact us at 1-800-724-2525.

M&T Bank