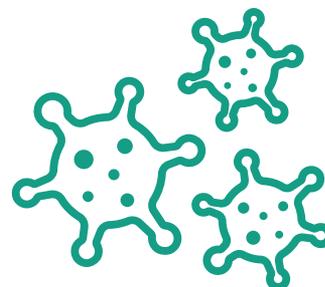




# Helping Consumers Through The Pandemic

## Compassion during a crisis

Texas Credit Access Businesses (CABs) remained focused on the health and safety of their customers and employees, while preserving consumers' access to vital small-dollar credit during a time of national need.



### Financial Assistance

- Flexible Payment Options
- Extended Payment Plans
- Waived NSF and Late Fees
- Insuring access to credit remains available

### Customer Engagement

- Regular check-ins with customers
- Encourage online engagement
- Protect Consumers from unregulated lenders and online scams



### Enhanced Safety Protocols

- Strict adherence to CDC guidelines and recommendations
- Implementing additional cleaning and hygiene procedures and strict social distancing
- Enacting contact tracing protocols and alerts to customers and employees

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