


Visit [www.jnbank.com/covid-19help](http://www.jnbank.com/covid-19help)  
or Call 876-906-4343 or 888-991-4065/6



888-438-5627     [www.jnbank.com](http://www.jnbank.com)

A member of the  Group

The header for the FAQ section features the JN Bank logo and the text 'HELP FAQ' in large, bold, light blue letters. In the background, there is a semi-transparent image of a woman with her hand to her chin, appearing to be in deep thought.

# JN Bank HELP FAQ

## We'll Help You Find a Way!

We know these are difficult times. So we are here to listen.

We are going to help you get back on your feet. Send an email to [request@jngroup.com](mailto:request@jngroup.com) about how we can help you at this time with your mortgage, business and personal loan and credit card payments to ease your burden.

We'll get through this together!

**I have a mortgage with JN Bank, however, I have been hard-hit by the effects of COVID-19 and I am finding it very difficult to pay my mortgage on a monthly basis. How can JN Bank help me?**

We assisted you to purchase your home and now we want to help you through this difficult time.

Through our **Mortgage Help** facility, we will assist you to identify the best solution. You may:

- Opt for a payment holiday or Defer payments for up to 12 months. This means you may lower your monthly payments by choosing to defer payments on your principal; or defer both your interest and principal and put off making payments for up to 12 months
- Have your interest rate reduced if feasible
- Extend the life of your mortgage to reduce your monthly payments
- Have your mortgage converted to a **Reverse Mortgage** if you are 64 years and older
- Convert your mortgage to **Graduated Mortgage** to reduce monthly payments

## 2 I have a car loan with JN Bank, but the economic circumstances due to COVID-19 have badly affected me. How can JN Bank help me?

We were very happy to assist in your moment of need and we want to help you through this difficult time.

We have developed a **Personal Help** facility to assist you with identifying a solution that will provide you with some relief. Through this facility you may:

- Opt for a payment holiday or defer payments for up to 12 months. This means you may lower your monthly payments by choosing to defer payments on your principal; or defer both your interest and principal and put off making payments for up to 12 months
- Have your interest rate reduced if feasible
- Extend the life of your loan to reduce your monthly payments
- Have your loan converted to a mortgage to reduce monthly payments

## 3 My economic circumstances have been badly affected by COVID-19, and I am having trouble making my JN Bank VISA Credit Card payments. How can JN Bank help me?

We understand that these are very difficult times and so we are here to help you find a way.

Through our **Credit Card** and **Line of Credit Help** facility, you may choose one of two solutions:

- Convert your credit card or Line of Credit to regular loan with monthly payments
- You may have your credit card limit temporarily increased to offer you some relief

## 4 My business has been badly affected by the COVID-19 outbreak. I need some help to keep my doors open. How can JN Bank help me?

Our businesses are very important to our economy and so we want to ensure that we keep the doors of many of businesses open as we can.

We have created a **Business Help** solution to assist you to weather the effects of COVID-19.

Through this facility, business operators, like you, can access a payment holiday or choose to defer payments for up to 12 months. During the period, operators may request a moratorium on both principal and interest or only interest, to reduce their monthly payments, or to forego payments for up to 12 months.

## 5 I'm not a member of JN, but COVID-19 has badly affected my financial circumstances and I'm struggling to service my loan that I have at another financial institution. Is there anything that JN Bank can do to assist me?

Many Jamaicans are experiencing difficulties during this period and we are offering solutions to assist, as best as possible.

Although you are not yet a JN Member, we are offering some relief to persons who access an unsecured loan at this time. As a new member you may choose to:

- Access six months payment relief on their principal
- Receive six months without the need to make a payment

Conditions apply

all loans are subject to approval from JN Bank Credit & Risk Management