Local Assistance

- **AEP Ohio** – suspending shutoffs for non-payment
- **AT&T** – keeping customers connected
- **Charter Communications** – free access to Wi-Fi for new, student households
- **Columbus Chamber Business Resources**
- **Columbus Foundation CARES Act Forum**
- **Columbia Gas of Ohio** – suspending shutoffs for non-payment
- **COTA** – suspending fare collection but requesting that riders please limit non-essential travel
- **Emergency Food Pantries**
- Franklin County Job and Family Services PRC Emergency Assistance Program – providing one-time financial assistance to residents in need: Call 1-844-640-OHIO (6446) for more information
- **Ohio Unemployment**
- Community Unemployment

City Partners

- **Barnes & Thornburg LLP** – COVID-19 and Business Insurance Considerations
- **City of Columbus** – links to resources
- **City Pulse** – 44 Ways to “Be the Helper” During the COVID-19 Outbreak
- **Experience Columbus**
- **One Columbus**

Banking/Loans

- The **Small Business Administration** will make loans directly to business owners.
- Chase Bank suggests that if you’ve been affected by COVID-19 and need help with your account, please call the number on the back of your credit or debit card, or on your statement, to learn how Chase might help.
- Huntington Bank is working with clients to allow a pass-a-payment program that allows you to skip a payment (it adds the payment to the back end of the loan). No late fee would be charged.
- PNC Bank is encouraging customers encountering hardship to reach out to PNC directly; assistance will be addressed on a case-by-case basis. Customers affected by the virus who are encountering hardship can call 1-888-762-2265 for help. For more information and updates, visit [PNC's coronavirus help page](#).
- Fifth Third Bank is supporting customers by offering various payment deferrals on vehicles, credit cards and small business loans as well as a 90-day payment forbearance on mortgage and home equity loans. No late fee would be charged. Fifth Third is also suspending new repossession
Local Assistance & Resources

actions on vehicles and foreclosure activity on homes for the next 60 days, and will waive fees for up to 90 days on a range of other products and services. For assistance, visit Fifth Third’s support page at 53.com.

- Protect yourself from scams. See the Federal Trade Commission's advice for consumers to protect your accounts.