

### 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](#)
- [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](#)
- [Ohio Unemployment](#)
- Community Resource Hotline: Dial 211
- [Columbus Humane Society](#)- Pet Food Assistance

### City Partners

- [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 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.

