COVID-19 Health Crisis: 
Financial Relief Guide for Marylanders

This guide briefly describes certain COVID-19 related financial relief programs and consumer protections, with links to more information and resources.

State and federal emergency protections have been put in place to support Marylanders and provide immediate relief from the economic impact of the COVID-19 health crisis.

Protections include new programs and policies from the federal government, such as the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020, and executive orders issued by Maryland Governor Larry Hogan. In addition, many banks, credit unions, lenders, and other businesses are offering their own loan and debt relief programs or providing assistance with bill payments.

This financial relief guide is intended for Maryland residents and their families. For small business guidance and resources, see Maryland Coronavirus (COVID-19) Information for Businesses.

Quick Tips for Consumers

- **Beware of “imposter scams”** – emails, phone calls, or other solicitations from fraudsters posing as government agencies, debt collectors, or loan assistance organizations attempting to scam you out of your unemployment benefits or stimulus payments. More Scam Information.

- **Report illegal, fraudulent, or deceptive practices** by submitting a consumer complaint to the appropriate state or federal regulatory agency. List of Regulatory Agencies.

- **Please plan ahead before contacting businesses and government agencies.** Many have a reduced staff, operating remotely due to state and federal public health directives, and are responding to an unprecedented amount of requests for assistance. To save time, before you call check the organization’s website for answers and have your documentation ready.

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Prepared by the Office of the Commissioner of Financial Regulation in the Maryland Department of Labor (revised 1/28/21). This document is for informational purposes only and should not be interpreted as legal advice.
Federal Economic Impact Payments (Stimulus Payments)

- The CARES Act of 2020 authorized up to $1,200 in one-time individual “economic impact payments” (also referred to as a “stimulus payment”). Additional legislation authorized a second payment of up to $600 per individual. Many people have already received their economic impact payments as a direct deposit in their bank account from the Internal Revenue Service (IRS). If you have not received an economic impact payment or for more information about these payments, visit the IRS Economic Impact Payment website.

- Beware of counterfeit checks! Protect yourself by learning about the stimulus check security features. See the "Know Your U.S. Treasury Check Campaign" for more information on check fraud.

- Garnishment of the CARES Act economic impact payments is prohibited, pursuant to Governor Hogan’s executive order 20-04-29-03 (child support garnishments are exempt from this prohibition). Garnishment of the second payment is prohibited pursuant to the federal law that authorized the second stimulus.

Mortgage Payments & Foreclosure

- The initiation of new foreclosures is prohibited until March 1, 2021, pursuant to regulatory guidance issued by the Maryland Commissioner of Financial Regulation under the authority of Governor Hogan’s executive order 20-12-17-02 (which amended and restated previous orders issued on April 3, 2020 and October 16, 2020). This means that homeowners should not receive a document called a “Notice of Intent to Foreclose” from their mortgage lender or servicer between April 2020 and March 2021.

- If your mortgage is backed by one of the federal agencies or government-sponsored enterprises listed below, the financial institution servicing your mortgage should provide you with a temporary suspension of loan payments (“forbearance”) for a period of up to 180 days, with an extension of up to an additional 180 days, if you request such assistance.
  - Federal Housing Administration (FHA)
  - U.S. Department of Agriculture (USDA)
  - U.S. Department of Veterans Affairs (VA)
  - Federal National Mortgage Association (Fannie Mae)
  - Federal Home Loan Corporation (Freddie Mac)

Fannie Mae and Freddie Mac are government-sponsored enterprises that hold nearly half of U.S. mortgages—use the lookup tools on their websites to find out if one of these entities backs your loan.

- There is a moratorium on existing foreclosures until February 28, 2021 for mortgages backed by Fannie Mae, Freddie Mac, and the VA; and until March 31, 2021 for mortgages backed by the FHA and USDA.

- Regardless of the type of loan you have, you must contact your mortgage lender or servicer (the company where you send your monthly payments) to learn about the mortgage assistance options available to you. Some federal agencies have a deadline to request initial forbearance. See your lender or servicer’s website or your monthly statement for the contact information.

- For more information and resources, visit the Office of the Commissioner of Financial Regulation’s COVID-19 mortgage relief and foreclosure prevention website.
Rental Evictions

- Rental evictions are temporarily prohibited if the tenant has a verifiable and substantial loss of income related to COVID-19, pursuant to Governor Hogan’s executive order 20-12-17-02. Additionally, the Centers for Disease Control and Prevention issued a nationwide eviction moratorium through March 31, 2021.

- If you live in multi-family rental housing financed by the Federal National Mortgage Association (Fannie Mae) or the Federal Home Loan Corporation (Freddie Mac), you may have access to their respective Disaster Response Networks. For more information, see Fannie Mae’s COVID-19 renter’s resource finder and Freddie Mac’s COVID-19 rental relief website.

- Landlords of single-family residential properties may qualify for mortgage relief under the CARES Act if they are unable to collect rent from their tenants because of COVID-19. Landlords should contact their mortgage servicer to see if they qualify and to understand the associated tenant protections.

- Contact your landlord or property manager to discuss your payment options and check with your city or county government—some local jurisdictions have rental assistance programs or additional landlord/tenant laws. See also the Maryland Department of Housing’s Eviction Prevention webpage for more resources.

Student Loans

- The U.S. Department of Education has extended temporary suspension of payments (“forbearance”) and a 0% interest period for most federal student loans until September 30, 2021, among other provisions. To opt-out of the forbearance, you’ll need to contact the loan company directly. Information about forbearance and other assistance programs for federal student loans is available on the U.S. Department of Education’s Federal Student Aid Coronavirus and Forbearance Information website.

- Private student loans do not qualify for the federal programs. Private student loan borrowers should discuss their personal situation with their student loan servicer.

- Beware of fraudulent companies posing as “government agencies” contacting you by email, text, or phone promising to help with student loan relief or resolve issues on your behalf.

- Contact your student loan servicer (the company where you send your monthly payments) to learn more about loan relief options specific to your situation. See the servicer’s website or your monthly statement for the contact information.

- For more information and resources, visit the Office of the Commissioner of Financial Regulation’s COVID-19 student loan relief website.

Automobile, Mobile Home & Personal Loans

- Creditors are prohibited from repossessing personal property used as a residence, including mobile homes, trailers, and live-aboard boats until further notice or the state of emergency is lifted, pursuant to Governor Hogan’s executive order 20-12-17-02. The prohibition against “self-help” repossession of automobiles and trucks is no longer in effect.
Consumer lenders may provide assistance by offering general loan deferral programs, modification options, certain late fee waivers, and temporarily refraining from reporting negative information to the credit bureaus related to payment deferrals. See the Maryland Department of Labor’s press release on financial relief initiatives dated April 3, 2020.

- Contact your creditor or lender to discuss payment options specific to your situation. See your monthly statement for the contact information.

### Collections & Garnishment

- Garnishment of the economic impact (stimulus) payments authorized by the CARES Act of 2020 is prohibited, pursuant to Governor Hogan’s executive order 20-04-29-03. The Governor’s executive order also includes a prohibition on “set-offs” (when a financial institution seizes deposits because of a defaulted loan or other debt). Garnishments for child support are exempt from the order.

  Garnishment of the second payments is prohibited (including for child support), pursuant to the federal law that authorized the second stimulus.

- Collection activities and garnishments for federal student loans are suspended until September 30, 2021. For more information, see the U.S. Department of Education’s Federal Student Aid Coronavirus and Forbearance Information website.

- Governor Hogan announced that State executive agencies will suspend debt collection activities until further notice. See the Maryland Department of Labor’s press release on financial relief initiatives dated April 3, 2020.

- Contact your collection agency, loan servicer, bank, or creditor to discuss payment options specific to your situation. See your monthly statement for the contact information.

### Credit Reporting

- The CARES Act includes requirements for companies that report your payment information to the credit bureaus. If you are current at the time you enter into forbearance, deferment, or a partial repayment plan due to COVID-19, your payment status should remain as “current”; if you are delinquent at the time you enter into such a plan, your payment status will reflect the delinquency status until the loan is brought current. This applies to mortgages and student loans covered under the CARES Act.

- To assist consumers with monitoring their credit, the three main reporting bureaus – Experian, Equifax, and TransUnion – are offering free online credit reports weekly through April 2021. Contact the credit bureaus directly to obtain your report, or visit the federally-authorized website AnnualCreditReport.com.

### Income Taxes

- For state tax questions, contact the Maryland Comptroller; for federal tax questions, contact the Internal Revenue Service. Questions about property taxes, including homeowner tax credits, should be directed to the Maryland State Department of Assessments and Taxation or your local tax office.
Insurance Coverage & Payments

- Automobile and other property or personal insurance companies are instituting premium rebates and/or rate reductions. Some insurance companies are also removing certain exclusions and providing flexibility with their deadlines and payment requirements to prevent loss of coverage during the state of emergency.
- See these Health Insurance FAQs on the Maryland Insurance Administration’s website for information about health insurance costs and coverage, including what to do if you lost coverage because of unemployment.
- Assistance programs and the amount of financial relief varies between different insurance companies. Contact your insurance provider to discuss options specific to your situation and insurance policy.
- For more information and resources about insurance, visit the Maryland Insurance Administration’s COVID-19 Resources website.

Utility, Phone & Internet Service

- The Maryland Public Service Commission prohibited terminations of residential utility services (electric, gas, and certain non-municipal water systems) through November 15, 2020. See the Commission’s press release on this emergency action for more information and links to consumer resources.
- Contact your utility, phone, or internet service provider to discuss payment options specific to your situation. See the company’s website or your monthly statement for the contact information.
- The Office of the People’s Counsel, a Maryland state agency that advocates for utility consumers, has a number of COVID-19 Consumer Fact Sheets on its website. The fact sheets include information on utility companies, how to negotiate during a state of emergency, and emergency assistance resources.

Additional Consumer Assistance & Resources

- The Supplemental Nutrition Assistance Program (SNAP, formerly known as “food stamps”), helps those with a reduced income buy the food they need to support their health and their families. For information about SNAP, including program eligibility and how to apply, visit the Maryland Department of Human Resources’ Food Supplement Program website.
- Maryland has a free, opt-in, telephonic service to check on the state’s older residents. For more information and to register, see the Maryland Department of Aging’s Senior Call Check program website.
- There are many free or reduced-cost nonprofit legal service and consumer assistance agencies in Maryland. These agencies can help residents manage the economic impact of the COVID-19 pandemic by providing direct support services, financial counseling, and legal advocacy. Below are resources that provide direct services or referrals to local agencies and nonprofits:
  - Maryland HOPE hotline: 1-877-462-7555
    Referrals for free or reduced-fee assistance for housing-related issues, including legal advocacy, foreclosure prevention, rental and housing counseling. This hotline is administered by the Maryland Department of Housing & Community Development.
☑️ 2-1-1 Maryland (dial 211)
Referrals for assistance with: food, utilities, shelter, health (including mental health and substance abuse), family support services for children, seniors, the disabled, and domestic violence, and more.

☑️ Fair Housing Action Center of Maryland
Referrals and services for renters, including tenant advocacy and fair housing enforcement.

☑️ CASH Campaign of Maryland
Referrals and services for free tax preparation, benefit screening, and financial counseling/coaching.

Regulatory & Consumer Protection Agencies

- State and federal government agencies regulate many of the industries in this guide. Reporting illegal, fraudulent, or deceptive business practices to regulatory agencies helps them monitor industry trends and enforce consumer protection laws.

- To report questionable business practices, submit a consumer complaint to the appropriate agency below (federal agencies are shown in the gray box):

  Office of the Commissioner of Financial Regulation, Maryland Department of Labor

  ✔️ Maryland-chartered banks
  ✔️ Maryland-chartered credit unions
  ✔️ Mortgage brokers, lenders, and servicers
  ✔️ Auto lenders and personal lenders
  ✔️ Student loan servicers
  ✔️ Collection agencies
  ✔️ Credit reporting agencies
  ✔️ Debt management and credit services
  ✔️ Check cashers and money transmitters
  ✔️ Financial fraud and scams related to: mortgages, collections, student loan debt, credit services and credit repair

  Office of the Maryland Attorney General

  ✔️ General consumer complaints, including home and auto repair businesses, auto warranties, landlord/tenant issues, health care issues, scams, and more
  ✔️ Price gouging, i.e. charging unreasonably high prices for goods during an emergency
  ✔️ Investment fraud (see Securities Division)

  Maryland Insurance Administration

  ✔️ Insurance companies, including health, automobile, homeowners, and more

  Maryland Public Service Commission

  ✔️ Utility companies, including electric, gas, public water and landline phone providers

  Office of the Comptroller of the Currency (OCC)

  ✔️ National banks
  ✔️ Federal savings associations

  National Credit Union Administration (NCUA)

  ✔️ Federal credit unions

  Consumer Financial Protection Bureau (CFPB)

  ✔️ Financial institutions, businesses, services and products (see website)

  Federal Trade Commission (FTC)

  ✔️ Various consumer scams (see website)

  Federal Communications Commission (FCC)

  ✔️ Wireless phone, television and internet service providers
This document was prepared by the Office of the Commissioner of Financial Regulation, a division of the Maryland Department of Labor. The Office of the Commissioner of Financial Regulation is Maryland's consumer financial protection agency and financial services regulator.

For more information about the Office and the industries it supervises, go to www.labor.maryland.gov/finance.