
OWOSSO MAIN STREET/DDA COVID-19 LENDER CONVERSATION GUIDE

In an attempt to help small business & property owners better navigate the financial hurdles associated with the current COVID-19 crisis, OMS/DDA has sought the advice of a professional commercial lender & downtown property owner/landlord on what to expect when engaging your lender in conversation about loan deferment - or just simply sharing your current situation with them to find payment solutions. Most lenders currently understand the uniqueness of this crisis and will want to work with you during this time.

Knowing what your lender might ask will better prepare you for that conversation. Here is list of important questions/comments (provided by our lending specialist) to consider before communicating with your lender.

Note: This is not legal advice in any way. We are simply providing information that could help you navigate communication & make you feel more prepared to make the call to you bank/lender.

What lenders might ask from business/property owners:

1. What is your current situation? Are you closed, are you still open for business?
2. How much money have you lost so far, and do you expect to potentially lose more? {You should be keeping track of this regardless}
3. Can you make principal and interest payments? Can you make interest only payments? Or do you need full deferral of payments?
4. Do you have a personal financial statement, the last few years of tax returns (business and personal)?
5. What is your long term plan? How will you pay back the funds borrowed or deferred?
6. ***Most importantly, call your lender & talk to them and tell them right now exactly what is going on. - Banks hate surprises, they want to know what is going on. If you can't make payments, call them ahead of time and tell them that. Say, "Listen all my customers aren't coming in or we are only at 30% of our normal operations and it's all going to keep the lights on, etc." Just be honest. Don't be afraid to tell them the exact situation you are in. They want to help but if they don't understand what's going on, it isn't going to be helpful.***
7. Lastly. If your existing bank isn't helping, or doesn't want to help, call someone else. Call another bank. Don't be afraid to move your loans or deposits.
8. *Same thing with your landlords. Just tell them what is going on. Are you planning on paying or not planning on paying - most landlords have lenders as well, they're also running businesses and have debts that they owe. Landlords have to know what's going on. If you have a lease that includes electricity or*

water, or some part of the building operations, make a plan to try to help on those things, and to later on resume normal rent payments.