



Support

Financial support during COVID-19 Aetna Resources For LivingSM

As a result of the response to COVID-19, you or someone in your household may have been asked to work remotely, had work hours reduced or may be at risk of being laid off. And now that schools across the country have closed, you may also be scrambling to find childcare.

You, your household members and children living away from home up to the age of 26 can call for a free 30-minute consultation per issue. A money coach can help you:

- Understand the latest assistance programs
- Get tips to ask for help from your creditors
- Create a plan that accounts for adjusted income
- Know what you can do during tough times

If you're out of work

Workers impacted by COVID-19 may qualify for unemployment benefits through their state agency.

Federal law allows states to pay workers if:

- They're unable to work due to COVID-19 related issues such as having to close a business to comply with local requirements
- An individual is quarantined but expects to return to work afterwards
- An individual leaves work to care for a family member or due to a risk of infection

It's important to note that the federal law does not require an employee to quit in order to receive benefits due to the impact of COVID-19. For more information, visit [CareerOneStop.org](https://www.careeronestop.org). For more on how to file for benefits, visit [DOL.gov](https://www.dol.gov). Talk with your employer about options to use leave time and any other options available to continue your income.

Tax changes

The Treasury and the Internal Revenue Service are providing special payment relief to individuals and businesses in response to the COVID-19 outbreak. The tax filing and payment deadlines have been extended for 90 days to July 15, 2020. See the [Coronavirus Tax Relief](#) web page for more details. Individual states may also provide relief. Check with your state for details.

Creditors

Lenders have responded to this crisis by offering programs to their customers. Many are offering to work out plans like skipping payments or waiving certain fees. If you're unable to work and pay bills, call your creditors to ask for help. For more tips, visit [consumerfinance.gov](#).

Keep in mind that there are also fraudsters out there who want to take advantage of current events. If a creditor or financial institution calls you, consider hanging up and calling the phone number you have on your credit card or billing statement. Ask if they're reaching out by phone to confirm that it's really them.

Relief for student loan interest

Interest on student loans held by the federal government is being waived until further notice. Borrowers will still have to pay their monthly bills, but the payments will go toward principal. Note: This doesn't apply to three types of student loans:

1. State
2. Private, and
3. The majority of Federal Family Education Loans — including Sallie Mae student loans

The office of Federal Student Aid recommends contacting your loan servicer as soon as possible if you're struggling to make payments. If you're concerned about your studies or loan repayment during the outbreak, you can find helpful information on the [Federal Student Aid](#) website. The site will be adding information for students, borrowers and parents on a regular basis.

Government relief

Several economic stimulus measures are also in progress. Some are related to individuals and others are for businesses. The [Families First Coronavirus Response Act](#) provides paid sick leave, free COVID-19 testing, expanded food assistance and unemployment benefits. And it requires employers to provide additional protections for health care workers. For updates and new developments, see [whitehouse.gov/news](#).

Whether it's you or someone in your household who is dealing with limited work hours, a layoff or any other financial issue, you can seek help from a money coach. Together, you can talk about ways to get through this financial crisis while continuing to reach for your short and long-term financial goals.

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