Clerks

From: Speaker's Office <speaker@guamlegislature.org>
Sent: Thursday, April 23, 2020 10:31 AM
To: Clerks Office
Cc: Rennae Meno
Subject: Messages and Communications
Attachments: Letter Dated April 22, 2020.pdf

04-22-20	6:36 PM	04-22-20	Letter dated April 22, 2020.	Guam Bankers Association	35GL-20-1727

Sinseru yan Minagåhet,

Office of the Speaker • Tina Rose Muña Barnes
Committee on Public Accountability, Human Resources & the Guam Buildup

35th Guam Legislature
I Mina'trentai Singko na Liheslaturan Guåhan

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Gumai pribilehu yan konfedensia este siha na mensåhi. Solo espesiåtmente para hågu ma entensioña pat ma aturisa para unrisibi. Sen prubidu kumu ti un ma aturisa para manribisa, na'setbe, pat mandespåtcha. Yanggen lachi rinisibu-mu nu este na mensåhi , put fabot ago' guatu gi I numa'huyong gi as speaker@guamlegislature.org yan despues destrosa todu siha I kopian mensåhi. Si Yu'os ma'åse'.

GBA
GUAM BANKERS ASSOCIATION

April 22, 2020

35GL-20-1727
Speaker Tina Rose Muña Barnes

APR 2 2 2020
Time 6:36 ( )AM (✓)PM
Received By: CBhagwani

The Honorable Tina Rose Muna Barnes
Speaker
35th Guam Legislature
163 W. Chalan Santo Papa
Hagatna, Guam 96910

RE: Letter transmitted via email – received 4.21.2020

Hafa Adai Speaker Barnes,

All members of the Guam Bankers Association stand together with the Island in the face of this pandemic and the economic impact it has had on our residents and businesses. Working within the limitations each bank faces, we are all committed to doing our part to assist the community. The following is what we have done to date:

TO PROVIDE A SAFE ENVIRONMENT:

- Adjusted banking hours to remain open, keeping in mind the safety of our customers and staff;
- Implemented safe practices to ensure the safety of customers and staff (social distancing, door monitoring, etc.);
- Provided personnel with the necessary tools to continue to safely service our customers (gloves, masks, shields, sanitizers); and,
- Provided our customers access to sanitizers as they enter and leave our premises.

TO ASSIST CUSTOMERS:

- Offered deferral programs for all consumer, auto and residential loans and credit cards;
- Offered deferral programs for all business loans and credit cards;
- Collaborated to allow the cashing of stimulus checks for non-customers with no fee (this was to address the potential overcrowding); and,
- Agreed to not offset any of the stimulus checks cashed to cover past due/delinquent loan or credit card payments or any outstanding charges the customer may have. However, banks will have to comply with any other court ordered garnishments.

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In addition to the above, the banks have been working to assist businesses in trying to access loans via the SBA Payment Protection Program. Kindly note that the participating banks have been overwhelmed with the number of applications and are literally doing everything we can to help as many businesses possible. I will not hesitate to say that the hundreds of PPP requests, combined with the thousands of deferral requests from customers and businesses is slowly taking a physical toll on staff (mentally and emotionally). However, I know that all bank personnel are working many hours to help as many people as possible as many are family and friends.

In closing Madam Speaker, I thank you for recognizing that the banks are doing what we can. While many in the medical profession deserve the praise for being in the "front line" of this battle, I commend the banks, and especially their staff for leaving their homes daily to continue to provide banking services in this time of need. That said, I hope you can agree that the GBA Member banks are committed to our community and stand with Guam.

Should you have any questions, please do not hesitate to contact me at any of the following:

- Land line – 475-4856
- Mobile – 488-7856
- Email – guambankersassociation@gmail.com

Put Respetu,

Ed Untalan
President

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