

November 12, 2020

## As the bank for everyone, Crédit Mutuel is rallying more than ever to support members and customers who are suffering due to the crisis

**To help deal with the health crisis, Crédit Mutuel and all of its elected directors and employees are galvanized to provide personalized solutions tailored to each situation, company and individual. They are taking action to support those who have been worst affected by the crisis, offering new measures aimed at young adults, healthcare workers, seniors, professionals and businesses. Being the bank for everyone, fighting inequalities and supporting the economy are central to its mutualist goals.**

**For young adults aged 18-28**, Crédit Mutuel\* is launching zero-interest, zero-fee loans of up to €1,500 for periods up to 24 months to help with IT hardware purchases and upgrades. The loans will be available at a Crédit Mutuel\* branch on presentation of proof of purchase without any other conditions attached.

**For financially vulnerable customers** holding a **Crédit Mutuel Facil'Accès** account, Crédit Mutuel is waiving all missed payment fees, effective from June 2020.

**Because support for healthcare workers** is vital during this health crisis, Crédit Mutuel has put concrete measures in place: these include bearing the full cost of all absences from work for customers with personal protection products irrespective of deductibles and contractual waiting periods; waiving deductibles for car and home insurance claims; theft and vandalism cover and roadside assistance from 0km for all car insurance customers; free legal aid; and as an exceptional service the examination of travel cancellation requests.

**Since businesses and the self-employed** are suffering the full effects of the crisis, Crédit Mutuel is offering six months' key person cover free of charge for every new Professional and Business Protection policy. This cover offers protection of up to €100,000 to businesses and professionals, helping them to maintain business continuity in the event of the loss of a key manager or essential employee as a result of incapacity, illness or death.

In addition, as lockdown can increase isolation and vulnerability among seniors, **Crédit Mutuel is launching a telephone call campaign between 9 and 28 November for its members and customers with Senior Assistance policies** to provide them with the best possible support during this period and ensure they are coping.

*(\*) This measure is being offered by Crédit Mutuel Alliance Fédérale (the following federations: Crédit Mutuel Centre Est Europe, Sud-Est, Ile-de-France, Savoie-Mont Blanc, Midi-Atlantique, Loire-Atlantique et Centre-Ouest, Centre, Normandie, Dauphiné-Vivarais, Méditerranéen, Anjou, Massif Central et Antilles-Guyane) and by Crédit Mutuel Nord-Europe.*

### About Crédit Mutuel

One of France's leading banking groups, Crédit Mutuel offers a diversified range of services to private individuals, professionals and companies of all sizes. Renowned for its financial soundness and the quality of its ratios, it is resolutely focused on its core business of retail banking and its cooperative and mutualist values. Crédit Mutuel draws on its values of solidarity and responsibility in fulfilling its role as a socially engaged enterprise.

**For more information, see:** <https://www.creditmutuel.com/fr/>

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