



# CRE Loan Hardship Request

Dear NCB Customer,

First and foremost, all of us at NCB hope you and your families are doing well during these trying times and we want to help you get through this crisis. We wanted to share with you NCB's plan to address any disruptions that may affect your loan with NCB.

We are carefully monitoring the various government programs that are being announced and have a team within the bank to formalize our process. We have been in touch with many of the agencies regarding any relief we may be able to offer our borrowers based upon our assessment of the impact and need facing our borrowers. Since everyone's situation is different, we have to review requests on a case by case basis.

For NCB to more carefully review your request or to answer any questions, a few items will be most important for us to receive in order to respond in a timely manner. Please email or fax them to your account manager. These items, if available, are as follows:

- 1) What state mandated stay-at-home order and business closures are currently in place and for how long?
- 2) Which tenants have provided notice of non-payment of rent and what is the start date of non-payment?
- 3) Which tenants are requesting a renegotiation of lease terms or reduction in rent? Provide an abstract or summary of those terms, current vs proposed.
- 4) If leases require tenants to report store sales, provide most recent vs same period last year. (Retail Only)
- 5) Are any of the tenants subject to a co-tenancy clause in their lease? If so, provide the leases for the affected tenants. (Retail Only)
- 6) Provide a 12/31/2019 delinquency report and a current delinquency report.
- 7) Provide a 12/31/2019 month-to-date and year-end financial statement inclusive of a balance sheet, income statement and rent roll.
- 8) Provide your most current month-to-date and year-to-date financial statement inclusive of a balance sheet, income statement and rent roll.
- 9) What is your rent collection and eviction policy during this crisis?
- 10) Provide your monthly cash flow proforma through 12/31/2020.
- 11) Provide detail of any capital calls made of partners/members to date.
- 12) Provide an updated personal financial statement for all guarantors (recourse and non-recourse) of the borrower.
- 13) Provide an updated Schedule of Real Estate Owned - Form Attached.

Please understand we are doing our best to address all our borrower's concerns and therefore we are receiving a large volume of customer requests. We want to be able to respond as quickly as possible; therefore, receiving all or a portion of the items listed above will help us get back to you with a solution to help you through this difficult time.

I assure you that your situation is important to us and we want to achieve a timely plan to address your circumstances.

In Cooperation,

National Cooperative Bank