

COVID-19 Relief – If you are experiencing a financial hardship because you have lost work, are ill or are caring for a sick family member due to COVID-19, please contact our customer service team at mortgagerelief@metrocitibank.bank to discuss programs we are offer to assist our customers with financial hardships related to COVID-19. Any customer who is a resident of New York, including all residential mortgage borrowers for whom Metro City Bank is the servicer of your mortgage loan, may apply for COVID-19 relief under the provisions of the New York State Department of Financial Services Emergency Relief for New Yorkers Who Can Demonstrate Financial Hardship as a Result COVID-19, Part 119 to 3 NY CRR, by contacting us at the forgoing mortgagerelief@metrocitibank.bank to obtain a COVID-19 Hardship Request Form.