

Dear HSTA member,

We hope that you and your family stay safe in the wake of the terrible wildfires. **If you currently participate in any of our NEA Member Benefits products, you may be eligible to receive accommodations from our program partners.**

Please contact us if you have any questions about your benefits and we will help you however we can.

1-800-637-4636 ask-us@neamb.com

FINANCIAL SERVICES

- **NEA Credit Card Program** - If you have questions or need assistance with your Bank of America® credit card account, please visit bankofamerica.com.
- **NEA Student Debt Navigator** - You may be eligible for reduced student loan payments. NEA Member Benefits and Savi have a free tool to help you file the paperwork. <https://crisishelp-neamb.bysavi.com/>
- **NEA Student Loan Programs** - If you're unable to make your monthly payments because of a financial hardship or natural disaster, we may be able to help. **1-844-803-0736**
- **NEA Personal Loan** - We may have financial relief options that can help or may be able to connect you to local services that can help you with other basic needs. **1-855-682-9377**
- **First National Bank of Omaha Home Loan Program** - If you currently have a mortgage through our First National Bank of Omaha Home Mortgage Program and you have been impacted by a hardship, your service provider, DMI, has a range of hardship programs to help you with your payments. loansolutioncenter.com **1-855-290-9359**

INVESTMENTS

- **NEA Retirement Program** - Security Benefit has prepared a special web page that explains the details of the CARES Act and helps its retirement plan customers make critical decisions. Security Benefit is waiving certain fees on its NEA 403(b) Retirement Program's mutual fund custodial products until further notice. These transaction fee waivers apply to those requesting special distributions and loans under the CARES Act. <https://securitybenefit.com/cares-act> **1-800-632-8258**

INSURANCE

- **NEA Life Insurance Programs** - We recognize that individuals may be experiencing difficulty paying premiums. While premiums should be paid on time and as billed, we are willing to provide extensions, upon request. **1-855-NEA-LIFE**
- **NEA Pet Insurance Program** - Pets Best is regulated by each State Department of Insurance, which includes following emergency notices for premium payments and cancellations. <https://www.petsbest.com/forms/customer-care>

TRAVEL & DISCOUNT PROGRAMS

- **NEA Travel** - For questions about existing reservations, please call **1-866-524-2807**.