



State of Washington

**DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF BANKS**

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TO: Chief Executive Officers and Boards of Directors of Washington State Banks
RE: Working with Customers Affected by the Central and Eastern Washington Wildfires
DATE: July 21, 2014

The Washington State Department of Financial Institutions Division of Banks recognizes the severe impact of the recent wildfires in central and eastern Washington. The Division is encouraging banks to work cooperatively with customers who have been affected by these devastating events. Banks that operate or have customers in the affected area from the wildfires should consider ways to assist those customers who have lost homes or other infrastructure or have been evacuated.

The Division understands that efforts to help these customers in communities under stress can be consistent with safe-and-sound banking practices as well as in the public's best interest. Examiners will not criticize remediation responses that are taken in a manner that is consistent with sound banking practices. Responses to assist affected customers could include:

- Expediting lending decisions when possible;
- Waiving late payment fees or penalties on loan accounts, and
- Working with borrowers to restructure debt obligations.

Washington State-chartered Banks needing assistance in dealing with customers affected by these wildfires should contact the Division of Banks. If you have questions, please contact Division of Banks Director, Rick Riccobono, or Chief of Supervision and Enforcement, Susan Dumontet at (360) 902-8704.

Sincerely,

Richard M. Riccobono

Director of Banks

Washington State Department of Financial Institutions