

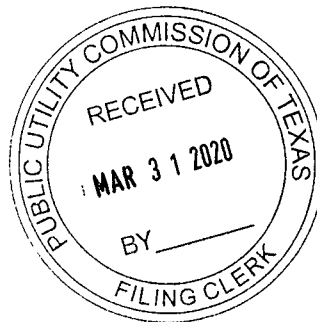
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Goldman Sachs Bank USA
200 West Street, New York, NY 10282



March 30, 2020

Via TX Portal

Public Utility Commission of Texas

RE: Project No. 50664
Issues Related to the State of Disaster for the Coronavirus Disease 2019

Consumer COVID-19 Customer Assistance Programs:

In response to the Public Utility Commission of Texas's request for interested parties to inform the Commission of initiatives related to COVID-19 under project No. 50664, we are writing to inform you of the measures Goldman Sachs Bank USA ("Goldman") have taken thus far.

In light of the ongoing health crisis COVID-19 presents, Goldman has taken measures to help alleviate the economic effects on consumers. Goldman has leveraged its existing disaster relief programs (payment deferments without additional interest) developed over three years ago. After COVID-19 was declared a Public Health Emergency, Goldman began offering this program to anyone whose ability to make a payment was impacted by COVID-19. As always, Goldman's consumers are able to communicate via telephone and our digital self-service website is available 24/7. Additionally, Goldman has built digital enrollment capabilities to ensure impacted customers can get assistance in an expedited manner. Further information is available here: <https://www.marcus.com/us/en/media/blogs/info-on-covid19>

Goldman continues to closely monitor the COVID-19 situation as it evolves. Goldman will continue to evaluate further opportunities to support customers and monitor our telephony and IT infrastructure for resiliency and availability.

Respectfully,

Brian D. King

Brian King
Managing Director

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