Ally Expands Assistance Program to Customers Affected by Government Shutdown

DETROIT, Jan. 18, 2019 /PRNewswire/ -- Ally Financial is expanding its assistance program to provide aid and resources for customers affected by the partial U.S. government shutdown. Ally's assistance program - which has previously included transaction refunds, waivers, payment deferrals and more during critical times such as natural disasters and economic crises - underscores the company's ongoing commitment to its customers.

"Our hearts go out to any individual experiencing financial challenges and, given the extended duration of the partial shutdown, we want to assist our customers who are burdened by this as best as we can," said Diane Morais, President, Consumer and Commercial Banking Products at Ally Bank. "Our focus is on truly being an ally in these uncertain times and providing relief that, if needed, can help."

Shortly after the partial shutdown was announced, Ally expanded the assistance program to customers, keeping with the company's mission to 'Do It Right.' The company has also shared information on Ally.com, Ally Mobile, and on social media. Based on individual needs, expanded benefits may include:

- Refunds of transaction fees
- Refunds of non-sufficient funds fees
- CD early withdrawal penalty waivers
- Expedited check fee waivers
- Wire fee waivers
- Late charge waivers
- Payment extensions

Customers affected may contact customer care via phone, chat or email as customer care associates are standing by to discuss individual options. Visit Ally's website for contact information.

About Ally Financial Inc.
Ally Financial Inc. (NYSE: ALLY) is a leading digital financial services company with assets of$173.1 billion as of September 30, 2018. As a client-centric company with passionate customer service and innovative financial solutions, Ally is relentlessly focused on "Doing it Right" and being a trusted financial partner for its consumer, commercial, and corporate customers. Ally's award-winning online bank (Ally Bank, Member FDIC and Equal Housing Lender) offers mortgage-lending services and a variety of deposit and other banking products, including CDs, online savings, money market and checking accounts, and IRA products. Ally also promotes the Ally CashBack Credit Card. Additionally, Ally offers securities brokerage and investment advisory services through Ally Invest. Ally remains one of the largest full-service auto finance operations in the country with a complementary auto-focused insurance business, which together serve approximately 18,000 dealer customers and millions of auto consumers. Ally's robust corporate finance business offers capital for equity sponsors and middle-market companies.

For more information and disclosures about Ally, visithttps://www.ally.com/#disclosures

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