# Ally assists employees, customers and communities affected by Hurricane Ian

## Ally Charitable Foundation to donate $100,000 to disaster relief and recovery efforts in Florida and Southeas U.S.

**CHARLOTTE, N.C., Sept. 30, 2022 –** Ally Financial Inc. (NYSE: ALLY) is responding to the natural disaster caused by Hurricane Ian in the Southeast U.S. by supporting employees, customers and community organizations located in the areas hardest hit by the storm.

**CUSTOMERS:** Ally is committed to helping customers affected by Hurricane Ian. Depending on individuals' location and the type of account held, customers in impacted regions will have prioritized call center support and may be eligible for fee waivers and refunds expedited wire transfers and debit card/check orders, and adjusted payment schedules. To see if you can take advantage of these disaster relief options, contact us at https://www.ally.com/contact-us/ or by reaching the customer care team via phone at:

- **Bank:** 1-877-247-2559 (24/7)
- **Invest:** 1-855-880-2559 (24/7)
- **Auto:** 1-888-925-2559 (M-F 8 a.m.-11 p.m. ET and Sat 9 a.m.-7 p.m. ET)
- **Home Loans:** 1-855-256-2559
    - Existing home loan applications (M-F 8:30 a.m.-8 p.m. ET and Sat 8:30 a.m.-1 p.m. ET)
    - New home loan applications (M-F 8 a.m.-10 p.m. ET and Sat 10 a.m.- 4 p.m. ET)

**EMPLOYEES:** Ally is supporting teammates located in Florida and across the Southeast region as they navigate the aftermath of the storm. Ally has a customer care center located in Jacksonville, Fla. and has more than 1,300 teammates based in the state of Florida. Ally has been in contact with team leaders and human resources partners over the past week to ensure safety, maximum work flexibility, and ongoing support through Ally's benefits program. Teammates who have been impacted by the storm have access to critical services such as localized emergency support, enhanced medical care and prescription availability, and caregiving resources. Those experiencing financial hardship due to the storm can apply for a grant of up to $1,500 through the Ally Employee Relief Fund. Ally has also activated its Employee Assistance Program (EAP), Security Operations Center, and emergency hotline, which are available at any time.

**COMMUNITY:** The Ally Charitable Foundation is committing $100,000 to non-profit organizations operating in Florida in support of disaster response and recovery. The American Red Cross will receive $40,000 for immediate on-the-ground humanitarian needs in Florida, and $60,000 will be allocated to community organizations in the Fort Myers/Naples coastal area, Central Florida, and greater Jacksonville for long-term disaster recovery efforts.

**About Ally Financial**
Ally Financial Inc. (NYSE: ALLY) is a digital financial services company committed to its promise to "Do It Right" for its consumer, commercial and corporate customers. Ally is composed of an industry-leading independent auto finance and insurance operation, an award-winning digital direct bank (Ally Bank, Member FDIC and Equal Housing Lender, which offers mortgage lending, point-of-sale personal lending, and a variety of deposit and other banking products), a consumer credit card business, a corporate finance business for equity sponsors and middle-market companies, and securities brokerage and investment advisory services. Our brand conviction is that we are all better off with an ally, and our focus is on helping our customers achieve their strongest financial well-being, a notion personalized to what is important to them. For more information, please visit www.ally.com and follow @allyfinancial

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