



## MyBankTracker Guidance on Banking Amid Coronavirus

May 7, 2020

*Follow these tips to successfully contact financial institutions now*

**Foster City, CA – May 7, 2020** – As the current health pandemic continues its hold on Americans, millions also dread being on hold—with their bank. Personal finance website [MyBankTracker.com](https://www.mybanktracker.com), MBT, explains how consumers can reach a customer service representative and still have a positive experience during the coronavirus crisis.

Thirty million in the U.S. have filed unemployment claims since mid-March and many are desperately trying to manage their evolving finances, including contacting their bank for help. For many who are stuck in a seemingly-endless cycle of phone prompts, MBT offers a guide to make the process of contacting the bank more accessible and positive.

MyBankTracker.com shares several suggestions that include:

- Avoid calling customer service
- Try the online contact form
- Track the bank down on Facebook
- Direct message the bank on Twitter
- Mention a ZIP code immediately
- Keep the time of day in mind

To make this process easier for consumers, MBT also compiled contact information and social media pages for many of the top U.S. banks. To access the resource visit: [How to Contact Your Bank Amid the Coronavirus Crisis](#).

With this fluid financial situation that is rapidly changing for many, banks across the country are offering various forms of assistance and encouraging customers to contact them directly to construct a plan for each unique situation. Smaller financial institutions are also offering assistance.

MyBankTracker.com suggests consumers contact their bank or provider directly. To further assist Americans, the site created a [coronavirus guide](#) to answer other financial questions Americans may have during the pandemic. It includes information on [coronavirus scams](#) to watch out for, how the [biggest banks are assisting customers](#) and numerous other topics.

MBT's research analyst, Simon Zhen, is available for comment. Zhen has more than 10 years of experience in the financial industry and is an expert on consumer banking products, credit cards, bank innovations and financial technology.

### About MyBankTracker.com

MyBankTracker.com is owned and operated by QuinStreet, Inc. (Nasdaq: [QNST](#)), a pioneer in delivering online marketplace solutions to match searchers with brands in digital media. QuinStreet is committed to providing consumers and businesses with the information and tools they need to research, find and select the products and brands that meet their needs. MyBankTracker.com is a member of the company's expert research and publishing division.

MyBankTracker is an independent comparison website helping consumers make smart banking and financial decisions. The mission is to match consumers to their perfect bank by providing and tracking in-depth information on more than 5,000 banks, credit unions and financial products. Using a combination of technology and money management expertise, MBT provides personal finance comparison tools and educates consumers to optimize their relationships with banks and lenders.

Twitter: [@mybanktracker](#)

Facebook: <https://www.facebook.com/mybanktracker>

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