

ally do it right.

Deferred payments for Ally Auto financing. You can defer your payment for up to 120 days. During this time, finance charges will accrue, but you won't be charged any late fees. Starting March 20, you'll be able to log in at ally.com/auto to defer your payments. (It's easy to [set up your username and password](#) if you haven't already.) If you need help today, call us at [1-888-925-2559](tel:1-888-925-2559) any time before 10 pm ET. We're also deferring payments for new auto financing, so the first payment isn't due for 90 days.

The screenshot shows the Ally website's login page. The browser address bar displays 'ally.com', which is circled in red. The navigation menu at the top right includes 'About Us', 'Contact', 'Help', 'Search', and a 'Log In' button, also circled in red. The main content area features a dark banner with the text 'new, smart tools + a cash bonus = more savings.' To the right, a login form is displayed with a dropdown menu for 'Auto Financing' circled in red, followed by fields for 'Username' and 'Password'. A 'Log In' button is circled in red, along with a 'Save username' checkbox. Below the form, there are links for 'Forgot username or password?' and 'Enroll in Auto or Bank online services'.

The modal window has a close button (X) in the top right corner. The main heading reads 'We can defer your next payment for up to 120 days.' Below this, the text states: 'We want to help you prepare for the uncertainty surrounding the coronavirus (COVID-19) pandemic. If you're currently experiencing or expect to experience a financial hardship, you can choose to defer your payment for up to 120 days. While on a payment extension plan, finance charges will still accrue for non-lease accounts, but we won't charge any late fees.' At the bottom of the modal, there is a blue button labeled 'View Options' circled in red.

We can defer your next payment.

As coronavirus concerns grow, your well-being is our top priority — including your financial health.

Below you can set up a payment extension plan that will apply to all vehicles on your account. To tailor extension plans by specific vehicle, please call us at [1-888-925-2559](tel:1-888-925-2559). Note that while on the extension plan, we won't charge any late fees, but **finance charges will still accrue for non-lease accounts**.

Keep in mind that this extension plan won't cancel any upcoming scheduled one-time or Auto Pay payments — you'll have to cancel these payments manually.

Choose how long you'd like to defer your next payment.

Select extension length



After you set up your extension plan, you can view your next payment due date and amount by checking your next billing statement.

Extension Disclosure

By selecting the box, you agree to the following terms of the extension. You recognize that while we won't charge late fees, finance charges will continue to accrue on the unpaid balance at the contract rate (for non-lease accounts only). By deferring one or more installments, you will pay additional finance charges. This extension won't extend the duration of GAP, maintenance, Life or Disability insurance that may be included in the original contract. For lease accounts, the extension will not increase the end of term mileage.

Submit

Cancel

You set up a payment extension plan.

Here's what to expect.

We'll process your extension within the coming days. In the meantime, know we'll apply your extension plan to all of the vehicles currently on your account. During the extension period, we won't charge any late fees, but finance charges will still accrue for non-lease accounts.

Remember to cancel any upcoming scheduled one-time or Auto Pay payments.

The extension plan alone won't cancel any upcoming scheduled payments for you.

For one-time payments scheduled through Ally Auto:

If you'd like to cancel your upcoming one-time payment scheduled through Ally Auto, go to your [Transactions](#).

For Auto Pay:

If you're enrolled in Auto Pay, you can go to Edit Auto Pay from [Payments](#) and select **Cancel Auto Pay** to stop all future recurring payments. You can re-enroll in Auto Pay or reschedule payments at the end of your extension period (or whenever you'd like).

Contact us for help, but know we've got the details covered.

As always, call us if you need help or have any questions.