



Will I need to provide a copy of my Driver's License or State ID?

Yes, we take identify theft very seriously and so should you! We take certain security measures to ensure accounts opened are thoroughly cross referenced for valid identification checkpoints.

Is it safe to open an account on-line?

Absolutely! Our web-site is secured and uses the latest technology available.

Can I open multiple accounts in one session?

Yes, at the product selection screen, you can select your accounts choices such as Savings, Checking and Certificate of Deposits.

If I want to save my application and complete the account opening process at a later time, how many days is my "saved" application stored for?

Your saved application is available for 7 days.

Why do I need to provide required information, such as Mother's maiden name, or employment information?

We collect this information for added layers of securing your identity and account. If your account information is ever compromised or if you need to report a lost or stolen debit card, we use this information along with other identifiers to ensure we are speaking with you and not a possible "identity thief".

I maintain a P.O. Box address, why can't I enter it into the current address field?

You can enter your P.O. Box information in the "mailing address" field; however in the current address field we do require a physical address. If you elect to use your P.O. Box as your mailing address, all bank correspondence will be mailed to this address.

Do you offer teen or student accounts?

At this time, we do not. We do offer parents the option to open a GTMA also known as a Gift to Minor's Account, which could be titled in the child's name at the time they turn 18 years of age.

Why do I need to provide employment information?

We collect this information for added layers of securing your identity and account. If your account information is ever compromised or if you need to report a lost or stolen debit card, we use this information along with other identifiers to ensure we are speaking with you and not a possible "identity thief".

What about if I changed employers since opening my account?

We will ask you to verify previous employment information that was used at account opening to help identify you. In addition, we will update your new employment information to ensure your records are up to date.

Why do you want to know if I am currently in the Armed Forces, or if I am a Veteran?

As a veteran owned bank, we pride ourselves in supporting our hero's, and we are able to offer special Mortgage programs to our veterans. Call us today for more information on our VA Mortgage loans!



FREQUENTLY ASKED QUESTIONS (CONTINUED)

What is a joint owner?

A joint owner is named on the account and will have the same access to balances, account information, etc. as the primary accountholder.

Can I remove a joint owner after the account is opened?

In order to remove a joint owner, the account must be closed and a new account must be re-established in the primary owner's name.

Do I need to name a beneficiary to my account?

Naming a beneficiary is not necessary, however we do recommend it. Remember a beneficiary does not have access to your accounts and funds are only disbursed upon P.O.D (payable on death).

Where can I find the nearest free surcharge ATM?

The Federal Savings Bank is a member of the Allpoint Network. This means you have access to over 50,000+ ATMs free of charge! Visit our "Find an ATM" on our web-site or you can download the Allpoint App to your smartphone by visiting the Apple store or Andriod Store today!

I have additional questions, who can I speak to?

You can speak to a customer service representative by calling 1-877-788-3520

What is Annual Percentage Yield (APY)?

A percentage rate reflecting the total amount of interest paid on an account based on the interest rate and the frequency of compounding for a 365 day period.

Are Certificates of Deposit automatically renewable?

Yes, all CD's will renew after a 10 day grace period into the same term with a new rate based on the effective date the CD renews.

How long will it take for my account to be credited when using the ACH funding option?

This normally depends on the cut off times established by your ACH funding bank.

How long will it take for my funds to be available after I make a deposit into my checking or savings bank?

Usually funds will be made available within two business days. Business days are considered Monday through Friday, when we are opened for business. Longer holds may apply for certain deposits. Please refer to the Account Deposit Agreement and Disclosures for more information.

What is the Electronic Communications Agreement?

The Electronic Communications agreement explains how we will communicate with you online and by email about your accounts. When you click accept, you are acknowledging you agree to our terms and conditions.