



**Frequently Asked Questions  
about those affected by COVID-19**

**Bank Operations / Deposit Insurance:**

**1. If my bank has temporarily reduced branch access or is not open, is my money still insured?**

In difficult circumstances, some banks may need to temporarily limit operations to protect the health of their teams and customers. This may include closing a lobby, converting to drive-thru only services, or encouraging customers to use ATMs or digital channels to access their services.

Regardless of the bank's operating conditions, your money is insured by the FDIC. Deposits with an FDIC-insured bank or savings institution will continue to be protected up to at least \$250,000. Please see additional information regarding deposit insurance at [fdic.gov](https://www.fdic.gov).

**2. Will there be enough cash during a pandemic or other national disaster? Do I need to keep large amounts of cash in my possession to protect myself in case there is not enough cash available in the future?**

The Federal Reserve System has and will continue to meet the currency needs of banking customers. Be assured that sufficient resources are available to handle customer needs. Consumers are encouraged to continue to conduct transactions as they normally would. Credit and debit cards and other payment systems will operate as normal. Keep in mind, the safest place for your money is inside an FDIC-insured bank. Having significant sums of cash to fund more than your normal activities might seem like a good idea, but cash is also subject to loss or could make you a target for theft. Banks will continue to ensure that their customers have access to funds either directly or electronically, and inside an FDIC-insured bank, your funds are protected by the FDIC. Since 1933, no depositor has ever lost a penny of FDIC insured funds.

**3. Is there anyone I can speak with if I have detailed questions about my FDIC deposit insurance coverage?**

Yes. The FDIC has a team of subject matter experts available to answer your questions. Please call 1-877-ASK-FDIC (1-877-275-3342) and ask to speak to a Deposit Insurance Subject Matter Expert between 8:30AM- 5:00PM Monday-Friday. If you prefer, you can also contact the FDIC in writing through their FDIC Deposit Insurance Form via the FDIC Information and Support Center at: <https://ask.fdic.gov/fdicinformationandsupportcenter/s/>.

**4. I have deposits at a bank that I think may exceed the FDIC’s deposit insurance limits. What should I do?**

At <https://www.fdic.gov/deposit/>, the FDIC has a number of deposit insurance resources to help you determine your deposit insurance coverage. A key tool for determining deposit insurance coverage is the Electronic Deposit Insurance Estimator (EDIE), which is available at <https://edie.fdic.gov/>. In addition, the FDIC website has a wide range of other links that can help you determine your deposit insurance coverage.

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**Access to Money:**

**5. I’m concerned about ATM fees as I don’t have access to my bank’s ATM but need cash due to COVID-19 related issues. Who do I contact regarding this concern?**

Please refer to our website at [greenwoods.bank](https://www.greenwoods.bank) under “On the Go” /ATM Access to find fee free ATM’s located in your area.

**6. I need to withdraw money from my certificate of deposit to help pay for unexpected expenses as a result of COVID-19. Will Greenwoods State Bank let me withdraw my money without penalty?**

Please contact your local Greenwoods office directly to confirm our current policy regarding fees on early withdrawals in connection with any planned withdrawal of funds from a time deposit account.

**7. Our community is being encouraged to use social distancing to help stop the spread of COVID-19. Greenwoods is restricting lobby access to branch facilities and I need to get cash and conduct transactions. What should I do?**

We currently offer most banking services through our drive-up teller windows. Our ATMs located outside of branch lobbies are accessible 24/7/365. Several of our Greenwoods State Bank’s ATMs allow you to deposit cash and checks directly into your account. Those deposit accepting ATM machines are located within Lake Mills, Burlington, Waukesha and Lake Geneva. Our teams may also help you set up or use online banking or our mobile app and digital channels to complete transactions, such as depositing a check to your bank account or paying bills. In addition, you may want to consider signing up for direct deposit so that a paycheck or public benefits payment goes directly into your account.

### **8. I can't reach my bank by phone or internet. What should I do?**

We encourage you to leave a message and we will follow up with you as soon as we are able. We anticipate it could take longer than usual to respond and we thank you for your understanding. Your patience is appreciated.

### **9. How can I protect against fraud or scams?**

Protect your personal and financial information. Understand that some people may take advantage of COVID-19 by using fraudulent websites, phone calls, emails, and text messages claiming to offer “help” but may be trying to trick people into providing Social Security numbers, bank account numbers, and other valuable details. Do not divulge your bank or credit card numbers or other personal information over the phone unless you initiated the conversation with the other party and you know that it is a reputable organization. In addition, you should be cautious about online solicitations. Be on guard against imposters who contact you claiming to be government employees or volunteers and who ask for personal financial information or money. Reject offers to cash a check for someone in exchange for a fee, even if the bank makes the funds available to you right away, as it may later turn out that the check was fraudulent.

### **10. I didn't receive my direct deposit. What should I do?**

Contact your employer to ensure that payroll operations are functioning as normal and to verify that funds were sent to the correct account, and when they are scheduled to be deposited into your account.

### **Credit Topics:**

### **11. I am no longer working due to COVID-19 and don't have the income to live on and meet my payments. If I miss some loan payments, how will this affect my credit? Will I be charged late fees?**

Before skipping payments or otherwise operating in a manner that differs from the terms of your loan, please contact your lender at Greenwoods State Bank.

Additionally, you should contact any other creditors if you do not think you can pay your bills or make credit card or loan payments on time. Paying your debts late or not at all can result in penalties, interest charges, and damage to your credit score. Your creditors should be able to work with you on a solution, but it is important to contact them as soon as possible and explain your situation.

## **Identity Theft / Verification:**

### **12. What steps can I take to prevent identity theft and what can I do if someone steals my identity?**

If you feel ID theft is a concern, or have reason to believe you may be a victim of ID theft, you may place a "fraud alert" on your credit file by contacting the fraud department at one of the three major credit bureaus for which contact information appears below:

- Equifax: 1-800-525-6285; [www.equifax.com/](http://www.equifax.com/)  
P.O. Box 740241, Atlanta, GA 30374- 0241
- Experian: 1-888-EXPERIAN or 1-888-397-3742; [www.experian.com/](http://www.experian.com/)  
P.O. Box 9554, Allen, TX 75013
- TransUnion: 1-888-909-8872; [www.transunion.com/](http://www.transunion.com/)  
Fraud Victim Assistance Department  
P.O. Box 2000, Chester, PA 19016

You only need to notify one credit bureau. The one that processes your fraud alert will notify the other two. Those two then must place fraud alerts in your file. Placing a "fraud alert" on your credit file can help prevent a thief from opening new accounts or making changes to your existing accounts. **Be aware, however, that placing an alert on your credit file also may prevent you from opening an account unless the bank can contact you and positively confirm your identity and that you are applying for credit.**

In addition, people who think their personal information has been misused should contact the local police. They also can contact and file a complaint with the Federal Trade Commission by phone at 877-IDTHEFT or 1-877-438-4338 or TDD 1-866-653-4261 or on the Internet at [www.identitytheft.gov/](http://www.identitytheft.gov/).

As always, protect your Social Security number, bank account and credit card numbers, and other personal information, especially in response to unsolicited requests from strangers. Fraudsters may try to trick you into divulging personal information, or they may steal sensitive mail or documents from homes and offices.

We encourage you to manage your accounts using online and mobile banking apps. These 24/7/365 services allow you to safely review your periodic statements, view transactions, check balances, make payments, deposit checks and more – all without leaving the comfort of your home.

### **13. There are unauthorized charges on my debit card. What should I do?**

Please contact your local Greenwoods office and provide information regarding the disputed transactions no later than 60 days after we sent the first statement containing the disputed charges. In addition, you can download the Card Valet app which allows you to monitor your debit card activity closely.