

# COVID-19 •

## Frequently Asked Questions

### Bank Operations / Deposit Insurance

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#### **1. If BankFinancial has temporarily reduced branch access, is my money still insured?**

A. Yes. Regardless of the Bank's operating conditions, your money is insured by FDIC. Deposits will continue to be protected up to at least \$250,000.

You can read [FDIC Consumer News](#) for more information on deposit insurance.

#### **2. Will there be enough cash during a pandemic or other national disaster?**

A. 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.

Keep in mind, the safest place for your money is inside a bank. Banks will continue to ensure that their customers have access to funds either directly or electronically, and inside an FDIC insured bank, like **BankFinancial**, your funds are protected by FDIC.

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

A. Yes. You may schedule an appointment to speak to a BankFinancial representative, by calling the Customer Service Center at 1-800-894-6900. Additionally, the FDIC has a team of subject matter experts available to answer 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.

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

A. BankFinancial has some products with extended FDIC coverage. You may schedule to meet with a Financial Advisor, by calling 1-800-894-6900, option 6. The FDIC, at [FDIC.gov](https://www.fdic.gov), also has a number of deposit insurance resources to help 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.

The FDIC has a team of subject matter experts available to answer 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.

## 5. Who can I contact for information about banking services?

A. Customers with questions can contact the **BankFinancial** Customer Service Center at **1-800-894-6900**, or you may visit BankFinancial.com for information on Personal, Business and Wealth Management Services. For specific bank account information, you can login to Online / Mobile Banking, or use our automated Bank-by-Phone service at any time 24/7/365 at **1-800-244-BANK (2265)**.

# Access to Money

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## 6. I'm concerned about accessing my bank for cash to pay for COVID-19 related expenses.

A. Customers can withdraw cash using their **BankFinancial** Debit at any ATM. The debit card can be used to pay for items Online, by Phone and in person. Additionally, customers can visit a **BankFinancial** branch to use our Drive-thru services. Please visit BankFinancial.com for current hours and locations. **BankFinancial** also offers other payment options, such as wire transfers, to move funds between your account and external accounts, Online Bill Pay to pay bills Online, and POP Money, to transfer funds via email address or mobile number to a friend or family member without bank account information. For more information on these and other services, please visit BankFinancial.com.

## 7. I need to withdraw money from my certificate of deposit to help pay for unexpected expense as a result of COVID-19 Related issues. Who do I contact regarding this concern?

A. Customers can contact the **BankFinancial** Customer Service Center at **1-800-894-6900** to speak to a bank representative or schedule an appointment to meet with a banker.

## 8. Our community is being encouraged to use social distancing to help stop the spread of the Coronavirus. I need to go to my bank to get cash and conduct transactions. What should I do?

A. **BankFinancial** is offering expanded Drive-thru services. Please visit BankFinancial.com for current hours and locations. Lobby services are also available by appointment by calling the **BankFinancial** Customer Service Center at **1-800-894-6900**.



As always, you can access your account(s) from virtually anywhere 24/7/365 using **BankFinancial** Online and Mobile banking. You can conveniently view account information, pay bills, transfer funds, make check deposits and more. Additionally, you can access your account information using our automated Bank-by-Phone service at any time 24/7/365 at **1-800-244-BANK (2265)**.

### **9. I would like to send money to a relative or friend affected by COVID-19. How do I wire money to an institution?**

A. Here are the basic information needed to wire money to an institution:

- The account number of the individual who will receive the money and their bank routing number. Routing numbers can be found on the bank's website. The address of the bank to which you are wiring money.
- Customers can then call the **BankFinancial** Customer Service Center at **1-800-894-6900** to schedule a branch appointment.

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

A Protect your personal and financial information. Understand that some people may take advantage of COVID-19 by using fraudulent websites, emails, phone calls, 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.

For more information on COVID-19 scams, visit [BankFinancial.com](https://www.BankFinancial.com).

### **11. I did not receive my direct deposit. What should I do?**

A. 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.

## Economic Impact Payments

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### **12. I did not receive my CARES Act Economic Impact Payment (Stimulus Payment). What should I do?**

A. The first round of stimulus payments was deposited into recipient's bank accounts. You may check your account balance using *BankFinancial* Online and Mobile Banking or our automated Bank-by-Phone service at **1-800-244-BANK (2265)**.

If you did not receive your payment, you may track the status of your payment using the new IRS "[Get My Payment](#)" tool. The new app also allows you to enroll in direct deposit, if you filed 2018 or 2019 taxes. If you did not file 2018 or 2019 taxes, you can use the [IRS non-filers portal](#) to submit your bank information to receive your stimulus payment. If you choose not to enroll for direct deposit via the "Get My Payment" app or the IRS non-filers portal, paper checks are scheduled to be sent out in early May. This process is expected to take up to 20 weeks due to capacity issues.

For more information about your Economic Impact Payment, please visit [IRS.gov](#) and [Treasury.gov/CARES](#).

### **13. Does someone who has died qualify for the Economic Impact Payment (Stimulus Payment)?**

A. No. A Stimulus Payment made to someone who died before receipt of the Payment should be returned to the IRS. Return the entire Payment unless the Payment was made to joint filers and one spouse had not died before receipt of the Payment, in which case, you only need to return the portion of the Payment made on account of the decedent. This amount will be \$1,200 unless adjusted gross income exceeded \$150,000. To return the payment, follow the [IRS instructions](#) about repayments.

### **14. What should I do to return an Economic Impact Payment (Stimulus Payment)?**

A. You should return the payment as described below.

#### **If the payment was a paper check:**

1. Write "Void" in the endorsement section on the back of the check.
2. Mail the voided Treasury check immediately to the appropriate IRS location listed below.
3. Don't staple, bend, or paper clip the check.
4. Include a note stating the reason for returning the check.

#### **If the payment was a paper check and you have cashed it, or if the payment was a direct deposit:**

1. Submit a personal check, money order, etc., immediately to the appropriate IRS location listed below.
2. Write on the check/money order made payable to "U.S. Treasury" and write 2020EIP, and the taxpayer identification number (social security number, or individual taxpayer identification number) of the recipient of the check.
3. Include a brief explanation of the reason for returning the Economic Impact Payment.

4. For your paper check, here is the IRS mailing address if you live in the state of Illinois.

**Philadelphia Refund Inquiry Unit**

2970 Market St

DP 3-L08-151

Philadelphia, PA 19104

5. If you live in another state, please visit IRS for a comprehensive list of [mailing addresses](#).

## Credit Topics

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**15. 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?**

A. Before skipping payments or otherwise operating in a manner that differs from the terms of a loan, contact the Bank to discuss available solutions during this time.

Immediately contact your creditors if you think you cannot pay your bills or make credit card or loan payments at this time. Paying your debts late or not at all can result in penalties, interest charges, and damage to your credit score.

**16. I am using my credit card to fund unexpected living expense. What if I go over my credit limit?**

A. Contact your Bank to see whether and how they can help you meet your financial needs.

## Identity Theft / Verification

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

A. 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 (3) major credit bureaus listed below.

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

Placing a “fraud alert” on your credit file can help prevent a thief from opening new accounts or making changes to your existing accounts. **Note: Placing an alert on your credit file also may prevent you from opening an account. The bank will need to contact you to positively confirm your identity and that you are applying for credit.**

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. Note: The IRS and your bank will not email you requesting that you provide your Social Security and/or account number. Fraudsters may try to trick you into divulging personal information, or they may steal sensitive mail or documents from your home or office.

## **18. I do not have access to my personal IDs or financial records due an unexpected quarantine caused by COVID-19. How do I rebuild my financial records?**

A. These tips will help you begin to re-establish your financial records. First, you should call your bank office to schedule a lobby / in-person appointment.

- **Replace your driver’s license or state identification (ID) card.**

Driver’s licenses and state IDs are the most commonly used ID for proof of identity. These documents should be replaced as soon as possible. Contact the [Illinois Secretary of State](#) for to locate the nearest Driver Services facility and detail information.

- **Replace your Social Security Card.**

The Social Security Administration’s (SSA) card replacement process requires another form of identification, such as a driver’s license. For more information, call 1-800-772-1213 (TTY 1-800.325-0778) or go to [www.SSA.gov](http://www.SSA.gov) and click on “Get or Replace a Social Security Card.” The website also provides information about Social Security benefit payments at [www.socialsecurity.gov/emergency](http://www.socialsecurity.gov/emergency).

- **Consider replacing other document that may serve as proof of identity, such as:**

- |               |   |
|---------------|---|
| • Passport    | • Marriage or divorce record                  |
| • Employer ID | • Adoption record                             |
| • School ID   | • Health insurance card (not a Medicare card) |
| • Military ID | • Life insurance policy                       |

- **Replace your credit cards, debit cards, and checks and inquire about your safe deposit box.**

Contact your **BankFinancial** and/or your other financial institutions. If you kept documents in a safe deposit box, you may want to inquire about accessing the box.



For credit cards, if you are unsure of which financial institution issued your card, contact information for the for major credit card companies below:

**American Express:** 1-800-528-4800 | [www.americanexpress.com/us/content/fraud-protection-center/what-you-can-do.html](http://www.americanexpress.com/us/content/fraud-protection-center/what-you-can-do.html)

**Discover:** 1-800-347-2683 | [www.discover.com/credit-cards/help-center/faqs/fraud.html](http://www.discover.com/credit-cards/help-center/faqs/fraud.html)

**MasterCard:** 1-800-627-8372 | [www.mastercard.us/en-us/consumers/get-support.html](http://www.mastercard.us/en-us/consumers/get-support.html)

**Visa:** 1-800-847-2911 | <https://usa.visa.com/support/html/>

If you do not remember the credit cards you have, you can obtain your credit report from one of the (3) major credit bureaus: Equifax at 1-800-525-6285, Experian at 1-888-397-3742, or TransUnion at 1-800-680-7289. Your credit report should list all credit cards in your name and a copy of this information may be provided to you at no cost under a new federal law. For details, contact central service at 1-877-322-8228 or go to [www.annualcreditreport.com/index.action](http://www.annualcreditreport.com/index.action).

## 19. There are unauthorized charges on my credit card. What should I do?

A. You should contact the bank at the address or phone your credit card specifies and provide information regarding the disputed transactions no later than 60 days after the bank send the first statement containing the disputed charges. The bank will have 90 days to investigate and resolve the dispute. For more information about credit card dispute resolution procedures, see: <https://www.fdic.gov/consumers/assistance/protection/errorresolution.html>.

## 20. Other questions?

If you have any other questions, you may contact the **BankFinancial Customer Service Center at 1-800-894-6900**, as always, we will be happy to assist you.