

~Frequently Asked Questions~

General

Q: On what holidays will Progressive Bank be closed?

Progressive Bank will be closed on the following holidays in 2013:

January 1st, Tuesday	New Year's Day
January 21st, Monday	Martin Luther King, Jr. Day
February 18th, Monday	Presidents' Day
March 29th, Friday	Good Friday
May 27th, Monday	Memorial Day
July 4th, Thursday	Independence Day
September 2nd, Monday	Labor Day
November 11th, Monday	Veteran's Day
November 28th, Thursday	Thanksgiving Day
December 25th, Wednesday	Christmas Day

Q. I have moved. How do I change my address?

Changing your address shouldn't be a hassle, so we have made it easy. Simply stop by one of our convenient locations. Any Progressive Banker can help you complete a **Change of Address** form. For your safety, please bring your picture identification with you when you come to the bank. No time to drop in? No problem! If you are an internet banking customer, you can change your address when you log in to online banking. Just select the **Options** tab, and you will find the address section at the bottom of the page.

Q: How can I find Progressive Bank's routing number?

Progressive Bank's routing number is **111102596**.

To find Progressive Bank's routing number you can look at the bottom left corner of your checks. The first nine-digit number is your bank routing number. The bank routing number is also known as a Routing and Transit Number (RTN), or American Bankers Association (ABA) routing number. For ACH (Automatic Clearing House) or electronic transactions, please use Routing/ABA number 111102596 for Progressive Bank.

Q: How do I stop payment on a check?

It's never been easier to stop payment on a check. Branch personnel at any of our locations can help you complete and sign a **Stop Payment Request** form. If you can't make it into a branch, you may contact Customer Service at (318) 651-5100. If you are an online banking customer, you can request a stop payment online. After you log in to online banking, and you are in the appropriate checking account, click **Stop Payment** and complete the request. The current Stop Payment fee is \$35.00.

Please Note: A Stop Payment Request completed online or over the phone is valid only for 14 calendar days. To enforce a Stop Payment Request for up to 6 months you must visit a branch to sign a written Request.

Q: What are Progressive Bank's transaction cut-off times?

Transactions completed by 6:00 pm Monday thru Friday are considered processed that day. Transactions completed on Saturday will be processed the following business day.

Locations and Contact Information

Q: How many branches does Progressive Bank have?

Progressive Bank has seven convenient locations to serve you. For a complete listing of our locations and hours, [click here](#).

Q. What is Progressive Bank's mailing address?

Written correspondence can be mailed to:

Progressive Bank
Post Office Box 4053
Monroe, LA 71211-4053

Q. How do I contact Customer Service?

Contact Customer Service by calling (318) 651-5100 or *toll-free* (800)-960-7584. You can also send Customer Service an email at customerservice@progressivebank.com.

ATMs and Debit Cards

Q: Where can I use my ATM or debit card?

You can use your ATM or debit card to withdraw cash from your account at practically any Automated Teller Machine (ATM). Your debit card can be used to make purchases anywhere MasterCard® is accepted.

Please note: Progressive Bank assesses its customers a \$1.00 fee for each transaction at a non-Progressive Bank ATM. To avoid this fee, always use a Progressive Bank ATM or an ATM within the MoneyPass Network.

Q. What do I do if my Progressive Bank ATM or debit card has been lost or stolen?

To report a lost or stolen ATM or debit card, please call toll-free 1-800-960-7584 (Monday – Friday 8:00 a.m. – 6:00 p.m.) or 1-800-264-5578 (after banking hours or on weekends).

Q: What is a non-Progressive Bank ATM fee/surcharge?

Progressive Bank charges its customers \$1.00 for each transaction at a non-Progressive Bank ATM. To avoid this charge, always use a Progressive Bank ATM or an ATM within the MoneyPass Network.

Q: What is MoneyPass?

Progressive Bank is a member of the **MoneyPass Surcharge-Free ATM Network**. As a Progressive Bank customer, you can use any of the tens of thousands of surcharge-free **MoneyPass** ATMs nationwide. Simply use the [locator](#) to find the most convenient location to you.

Donations & Sponsorships

Q: Who do I contact if I have an event I would like Progressive Bank to sponsor?

If you have an event you would like Progressive Bank to sponsor, contact Ashley West, Progressive Bank's Community Relations Officer. Her email is awest@progressivebank.com or you can reach her directly at 318-651-5037.

Employment

Q: How can I apply for a job with Progressive Bank?

To see a listing of open positions and learn more about how to apply, [click here](#).

Deposit Accounts

Q: What checking accounts does Progressive Bank offer?

Progressive Bank offers four types of checking accounts to fit your needs: Progressive Lite Checking, Regular Checking, Interest Checking, and Treasury Rate Checking. To compare these accounts, [click here](#).

Q: What is the minimum required to open a checking account?

The minimum opening deposit is different for each checking account. To open a Progressive Lite or Regular checking account requires a minimum deposit of \$100. A minimum deposit of \$1,500 is required to open an Interest checking account, and \$5,000 is needed to open a Treasury Rate checking account.

Q: What documents must I have in order to open an account?

In order to open an account for you, you will need to present a picture identification card like a state issued driver's license. You will also need a second form of identification. Examples of secondary identification include car registrations, insurance cards, voter registration cards, or social security cards.

Q: Can I get overdraft protection for my account?

Progressive Bank has several alternatives available to you to cover your occasional inadvertent overdrafts. You will want to review this important information about the choices available to you regarding how we handle overdrafts on your Progressive Bank Personal Checking account. For more information, [click here](#).

Q: How do I reorder checks?

Online ordering is the fastest and easiest way to reorder your personal checks. To reorder checks online, you must sign in with Progressive Bank's routing number (111102596) and your account number. Keep that reorder form handy! You will also need to know the number at which your new order of checks should begin.

If you need to re-order checks, stop by any one of our locations and drop off your reorder form or speak to our branch personnel.

Q: How do I redeem my CD when it matures?

If you have a certificate of deposit that has matured, you can choose to let it automatically renew or stop by any Progressive Bank location to receive your funds.

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Q: What is direct deposit?

Direct deposit is a quick, easy and secure method of electronically directing deposits such as your paycheck, governmental benefits, and investment dividends into your bank account.