



FAQ for Bank Customers Affected by Coronavirus

For 45 years, Montecito Bank & Trust (MB&T) has been serving our local communities and we will continue to stand by you as we face another challenge together. We just celebrated our 45th year in business and are proud to be the largest, oldest, locally owned and managed community bank on the central coast. As a well-capitalized institution, you can count on your accounts remaining safe during uncertain times.

The safety and well-being of our associates, our clients, our small businesses and our communities is paramount. As the COVID-19 environment continues to change, we are actively monitoring and discussing the impact on our local communities. We are taking social distancing very seriously and have adjusted our operations accordingly. Montecito Bank & Trust does not take the decisions to close branches lightly, but we feel it is the right decision in the best interest of the safety and well-being of our associates, clients and community.

NOTE: Current branch hours as of 3/19/20

Santa Barbara County Branches

All branches are outfitted with a Walk-Up or Drive-Through window, except for our Mesa location, allowing business to continue between the hours of 9am-5pm. Branch lobbies will not be open. Our Mesa branch is closed, please visit our LaCumbre or Downtown locations. All locations remain staffed and can assist you by telephone.

Ventura County Branches

Because these locations are not outfitted with Walk-Up or Drive-Through options, normal business cannot be conducted and unfortunately these branches will be closed until further notice. Our staff will be onsite and available to assist with any questions you might have over the phone. If you're making deposits or payments you can use the Night Box drop in Ventura or Camarillo, just be sure your account number is on the transaction slip. The nearest open location for these branches will be Carpinteria, at 1023 Casitas Pass Rd, Carpinteria, CA 93013.

Casa Dorinda, Maravilla and Samarkand Branches

These branches are closed until further notice, following Governor Newsom's guidance that California residents over the age of 65 practice home isolation.

We understand the inconvenience this might cause, and offer the below alternative options for client use:

- **Online / Mobile Banking:** If you are registered you can access your accounts 24/7. With the mobile app you can deposit checks, pay bills, transfer money, set and receive alerts, and send and receive money through SimplePay™. If you need assistance with either, please call (800) 348-0146, Mon-Fri (7am-6pm).

- **Telephone Banking:** Available 24/7 by calling (800) 608-1995.
- **MB&T ATMs:** In addition to withdrawing cash, customers can transfer funds and deposit checks and cash at our ATMs.

The following are some frequently asked questions that financial institutions are receiving.

Bank Operations / Deposit Insurance

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

To abide by State and Federal guidelines and ensure that we are protecting the health and well-being of our associates, clients and community, some of our branches may need to temporarily limit operations. This may include closing a lobby, converting to drive-thru or walk-up window services, or encouraging customers to use ATMs or digital channels to access their banking. Our change to more limited services will not impact your access to your accounts or cash, we have a variety of channels to serve you

Regardless of the bank's operating conditions, your money is insured by the FDIC. Deposits with MB&T will continue to be protected up to at least \$250,000. MB&T operates in a safe and sound environment consistent with all regulatory requirements.

You can read [FDIC Consumer News](https://www.fdic.gov/deposit) (<https://www.fdic.gov/deposit>) for more information on deposit insurance.

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

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 will continue to be inside a bank. MB&T will continue to ensure that our customers have access to funds either directly or electronically, and as an FDIC insured bank, your funds up to \$250,000 are protected by the FDIC.

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

Yes. The FDIC has experts available to answer your questions at 1-877-ASK-FDIC (1-877-275-3342). You can call M – F, 8:30 a.m - 5:00 p.m. and ask to speak to a Deposit Insurance Subject Matter Expert.

If you prefer, you can also contact the FDIC in writing through the [FDIC Deposit Insurance Form](https://ask.fdic.gov/fdicinformationandsupportcenter/s/) via the FDIC Information and Support Center: <https://ask.fdic.gov/fdicinformationandsupportcenter/s/>.

4. I have deposits that may exceed the FDIC's deposit insurance limits. What should I do?

At www.fdic.gov, 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 \(EDIE\)](https://edie.fdic.gov/), 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 also 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 8:30 a.m.- 5:00 p.m. Monday-Friday.

You can also contact the FDIC in writing through the [FDIC Deposit Insurance Form](#) via the FDIC Information and Support Center:
<https://ask.fdic.gov/fdicinformationandsupportcenter/s/>.

Access to Money

5. I've relocated due to COVID-19, will other local banks cash my checks if I'm not a customer of that bank?

Ask the new bank you are dealing with to call MB&T to determine your account balance and to consider allowing you to complete your transactions despite not being their client. However, you may want to consider opening a new banking account in the area in which you have relocated. Opening a deposit account at a financial institution does not affect a consumer's credit report.

6. I'm concerned about ATM fees increasing as I don't have access to Montecito Bank & Trust's ATM network, but need cash due to COVID-19 related issues. Who do I contact regarding this concern?

Please contact Montecito Bank & Trust at 805-963-7511 to discuss your situation.

7. Our community is being encouraged to use social distancing to help stop the spread of COVID-19. With restricted lobby access to my branch, how can I get cash and conduct transactions?

Please refer to our opening statement.

8. I would like to send money to a relative or friend affected by COVID-19. How do I send money from Montecito Bank & Trust to another bank?

MB&T offers a number of ways for you to send and transfer money. You can also call us at (805) 963-7511 for assistance.

- Visit a branch to send a wire. You'll want to have the following information with you:
 - Your bank account number.
 - The recipient's name.
 - The recipient's bank name and address.
 - The recipient's bank's routing number (for transfers within the U.S.) or Bank Identifier Code (outside the U.S.).
 - The recipient's bank account number.
 - Any other information required by MB&T.
- If you have an online banking account you can also use the below options. Visit our [Online Banking Help](https://montecito.bank/olbhelp) - <https://montecito.bank/olbhelp> - for step by step instructions.
 - SimplePay™ to send funds to MB&T clients and non-clients using only their name and contact information
 - BillPay to send payments to companies and individuals

9. How can I protect against fraud or scams?

MB&T will never ask for personal information via text or email. 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, nonprofit organizations or volunteers and who ask for personal financial information or money – **verify it is a real entity being represented.** Reject offers to cash or deposit 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?

Based on your individual situation, we will try to work with existing clients to determine the potential for short-term payment deferrals on your MB&T loan. Exclusions may apply. Before

skipping payments or otherwise operating in a manner that differs from the terms of your loan, please contact your Branch Manager or Relationship Manager directly to begin the conversation.

12. I am using my credit card to fund unexpected living expenses. What if I go over my credit limit?

Based on your individual situation, MB&T will try to work with existing clients to increase credit card limits for creditworthy borrowers and will also consider waiving late payment fees on credit cards and other loans. Exclusions may apply. Please contact your Branch Manager directly to begin the conversation.

Identity Theft / Verification

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

There are a variety of scams to be aware of to better protect yourself, your friends and family. Please visit our website to learn about common online & offline scams, and don't forget to share the information with others! montecito.bank/security

If you believe your account(s) has been compromised please contact your branch. 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/;
P.O. Box 740241, Atlanta, GA 30374- 0241
- Experian: 1-888-EXPERIAN or 1-888-397-3742; www.experian.com/;
P.O. Box 9554, Allen, TX 75013
- TransUnion: 1-888-909-8872; 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 may also 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, if you think your personal information has been misused you should contact the local police. You can also contact and file a complaint with the Federal Trade Commission

(FTC) by phone at 877-IDTHEFT or 1-877-438-4338 or TDD 1-866-653-4261 or online at 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.

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

These tips will help you begin to re-establish your financial records.

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

A driver's license and a state ID card for non-drivers are the most commonly used IDs for proof of identity. These documents should be replaced as soon as possible. Contact the California Department of Motor Vehicles at 1-800-777-0133 or online at dmv.ca.gov.

- **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 and click on "Get Or Replace A Social Security Card." You can also find information about Social Security benefit payments at www.socialsecurity.gov/emergency.

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

- Passport
- Employer ID card
- School ID card
- Military ID card

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

Montecito Bank & Trust can explain the process for replacing your cards, checks, and financial records. If you kept documents in the Bank's safe deposit box, you can inquire about how you can access your box.

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

American Express – 1-800-528-4800 or TDD 1-800-221-9950
www.americanexpress.com/us/content/fraud-protectioncenter/what-you-can-do.html

Discover – 1-800-DISCOVER (1-800-347-2683) or TDD 1-800-347-7449
www.discover.com/credit-cards/help-center/faqs/fraud.html

MasterCard – 1-800-627-8372
www.mastercard.us/en-us/consumers/get-support.html

Visa – 1-800-VISA-911 (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 three 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 a central service set up by the credit bureaus at 1-877-322-8228 or go to www.annualcreditreport.com/index.action.

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

You should immediately contact MB&T at the number on the back of your credit card or 805-963-7511.