

# STEARNS BANK

## ATM Fee Waiver: Stearns Bank Deposit Customer Policy Change Frequently Asked Questions

*\*\*Document updated as of 12/24/2024*

### **How does the new ATM customer fee waiver policy change work?**

When a Stearns Bank deposit account customer withdraws cash via ATM, they will see a pending transaction of the total cash withdrawn plus any ATM service or withdrawal fees. However, once the transaction posts to the customer's deposit account (which usually occurs overnight), only the total cash amount withdrawn will be posted. Stearns Bank will cover all service or withdrawal fees directly and customers will not see those fees in their final balances or statements. In other words, Stearns Bank customers will not have to pay for those ATM service or withdrawal fees any longer!

For example, if a customer withdraws \$100 from their Stearns Bank deposit account through an ATM that charges a service or withdrawal fee, the customer will see the \$100 withdrawal plus, for example, the ATM's applicable \$4 withdrawal or service fee, for a total pending charge of \$104. Once the final charge is posted to the customer's Stearns Bank deposit account, only the \$100 withdrawal will be reflected.

### **When did the new ATM customer fee waiver policy change go into effect?**

The new Stearns Bank ATM customer fee waiver policy went into effect on December 16, 2024. All ATM customer service or withdrawal fees for Stearns Bank deposit customers are waived moving forward.

### **What type of Stearns Bank deposit accounts are covered by the new ATM customer fee waiver policy change?**

All Stearns Bank deposit accounts are covered under the new ATM customer service fee waiver policy.

### **If you are a Stearns Bank deposit account customer abroad and use an international ATM, are those ATM service or withdrawal fees also waived?**

The ATM withdrawal and service fees will be waived by Stearns Bank, but any currency conversion or cross-border fees will not be waived.

### **Is there a limit to how many ATM customers fees can be waived for Stearns Bank deposit account customers?**

No, as of today, we do not have any ATM customer fee waiver limits for our Stearns Bank deposit account customers.

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**Does the new ATM customer service fee waiver cover any ATM cash deposit fees?**

Yes. Stearns Banks will cover any ATM deposit fees or service charges for Stearns Bank deposit account customers.

**Is there an account balance minimum requirement for a customer's Stearns Bank deposit account to have ATM fees waived?**

No. There is no balance minimum requirement required.

**What happens if for some reason there is an ATM service or withdrawal fee posted to your Stearns Bank deposit account?**

If for any reason, an ATM service or withdrawal fee is posted to your Stearns Bank deposit account, please contact Stearns Bank Customer Support at: 800-320-7262 for additional support.