

COVID-19: iGObanking® FAQs

Q. What is iGObanking doing to help prevent the spread of COVID-19?

A. At iGObanking, we are taking the necessary steps to prevent the spread of the COVID-19 virus. As such we are following the health and hygiene guidelines recommended by the Centers for Disease Control and Prevention (CDC) and are advising our employees to do the same.

Q. Will COVID-19 affect customer service available through the Customer Service Solutions Center?

A. At this time, our Customer Service Solutions Center is experiencing high call volumes resulting in longer wait times. Please visit www.iGObanking.com for up-to-date information and developments.

Q. Where can I learn more about COVID-19?

A. For information about COVID-19 you can visit the U.S Centers for Disease Control and Prevention at www.CDC.gov and the World Health Organization at www.WHO.int.

Q. Is there anything else I should be aware of?

A. Yes, beware of scams. Skilled fraudsters and identity thieves are constantly creating new scams, especially in times of uncertainty like we are experiencing now. Their main objective is to convince you to share personal financial information, account and social security numbers, user IDs, and passwords. Be alert and cautious of suspicious email and text messages. Do not respond, click on links, or open attachments from unsolicited emails. To learn more about identity theft and how to deter, detect, and defend against it, visit www.iGObanking.com or go to www.ftc.gov/idtheft.

Q. Am I eligible for an "economic impact payment" and when will my payment arrive?

A. Contact the IRS.

- The IRS Economic Impact Payment Information Center website has detailed information on eligibility, requesting, calculating, and receiving payments.
- The IRS Get my Payment website can provide you information about the status of your payment, payment type (direct deposit or paper check) and how to set up a direct deposit if available.

Q. Is my payment in my account?

A. Check account without leaving home.

If you're receiving your payment through direct deposit:

- Monitor your account and take care of everyday banking needs using our Mobile Banking app or in Online Banking.
- The description of the deposit in your account will include the word "IRS." Keep in mind, the IRS is using the same description for both the stimulus payment and income tax refund.

If you're receiving your payment through paper check:

- Download the iGObanking Mobile app and you can use Mobile Check Deposit to deposit a paper check, using your phone, just point and click, it's that easy.
- Visit our website to find your nearest Allpoint ATM location.

Q. How can I access and use my funds quickly?

A. Use your debit card to pay and get cash.

- Use your debit card to make purchases and withdraw cash from one of our ATMs.
- You can check your balance and pay bills using our Mobile app.

Q. I have questions about the amount of my payment. Who can help me?

A. Visit the IRS website for information regarding eligibility, requesting, calculating and receiving payments.

- You can check status of your payment, payment type (direct deposit or paper check) and how to set up a direct deposit if available at the IRS Get my Payment website.
- Our financial center and contact center associates will not have information on Economic Impact Payment eligibility, timing or distribution. These payments are decided and distributed solely by the IRS.

Q. What can I do to help protect against fraud?

A. Take these steps.

- Check the IRS website for information about your payment status and account information.
- Make sure your contact information is accurate in your account.
- Set up security and account alerts.
- Remember, if we need to reach out to you, we'll NEVER ask for personal or financial information or an access code through email, text, or unsolicited calls.
- Visit the Federal Trade Commission's Coronavirus Scam Tips for tips on how to recognize potential scams and learn more about how to keep your accounts secure.

