

Q&A



Will I still be able to use my Queenstown Bank Debit Card?

Yes. We encourage you to use your Queenstown Bank Debit Card in place of cash during this time as it is more sanitary.

How can I get access to cash outside of drive-thru hours if needed?

ATMs. All Queenstown Bank ATMs are stocked and monitored frequently.

Will I still be able to access Online and Mobile Banking?

Yes. We encourage you to utilize our technology to maintain social distancing during this time. Through online and mobile banking you can initiate transfers, make mobile deposits, pay bills and more.

Will I still be able to make my loan payments?

Yes. You are able to pay loan payments through online banking, as well. You can also drop them in night deposit boxes at our office locations or at our drive-thru locations.

What if I am unable to make my loan payment on time?

Queenstown Bank will work with customers on an individual basis and encourage customers to be in contact with us by calling 410-827-8881 or contact your loan officer if you need assistance.

What if I overdraw my account and am an unable to access the ATM or other means to make a deposit?

Please use our online or mobile banking to initiate a transfer from your account. If you are unable to utilize our online services, Queenstown Bank will work with customers on an individual basis. We encourage customers to be in contact with us by calling 410-827-8881 to discuss or contact the branch you deal with on a regular basis.

<https://www.queenstownbank.com/Locations-Hours.aspx>

Will I be able to get a Cashier's Check if needed?

Yes. Queenstown Bank will ensure its customers will continue to have access to this service, among others.

What if I need to open a new account?

Queenstown Bank will work with customers on an individual basis to ensure they are still able to open accounts. We also offer online account opening and encourage using this resource as much as possible:

<https://www.queenstownbank.com/Checking.aspx>

What if I need to access my safe deposit box?

Queenstown Bank will work with customers on an individual basis to ensure they are still able to access their safe deposit box.

What if I need to drop off or pick up coin for my business?

Queenstown Bank will work with customers on an individual basis to ensure they are able to maintain access to these and other essential banking services.