



## GENERAL QUESTIONS

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### Q. Where can I find the Bank's Holiday Schedule?

A. Our current holiday schedule can be found [here](#).

### Q. What is Progressive Bank's ABA Routing Number?

A. Progressive Bank's Routing Number is **111102596**.

To find the Routing Number, you can look at the bottom left corner of your checks. The first nine-digit number is your bank's Routing Number.

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

A. 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 an **Account Maintenance Request** form to change the mailing address for your accounts. For your protection, please bring your photo ID with you when you come to the Bank. No time to drop by? No problem! If you are an **Online Banking** user, you can simply send us a request securely through the **Messages** option on the **Main Menu**. Select *Messages, New Conversation, Customer Service* from the drop down 'With' menu, and type **Address Change** in the *Subject* line. You can then include all of the details including your Current and New addresses in the *Message* box, and *Send*. The **Customer Service** department will then be in touch to finalize your request.

### Q. How do I stop payment on a check?

A. It's never been easier to stop payment on a check. Our staff at any location can help you complete a **Stop Payment Request**. If you can't make it into the branch, you can contact **Customer Service** at (318) 651-5100. Or, if you are an **Online Banking** user, you can request the stop payment online. Simply select **Services** from the **Main Menu**, then select **Stop Payment** from the drop-down menu and complete the online form. **NOTE:** This **Online Stop Payment Request** is valid for 14 calendar days ONLY.

To enforce the request for up to 6 months, you must print and sign the *Confirmation*

page and submit to us within the 14-day period. To submit, you can upload through **Messages**, fax to 866-283-4197, or drop the signed form by any branch location.

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

- A. In general, transactions completed by 6:00 p.m. Monday through Friday are considered processed that day. Transactions completed on Saturday, or on a day we are not open will be processed the next business day we are open.

## LOCATIONS & CONTACT INFORMATION

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**Q. How many branches does Progressive Bank have and where are they located?**

- A. We currently have seven convenient locations to serve you. A complete listing of locations and hours and can be found [here](#).

**Q. What is Progressive Bank's mailing address?**

- A. Written correspondence can be mailed to:

Progressive Bank  
P. O. Box 4053  
Monroe, LA 71211-4053

**Q. How do I contact Customer Service?**

- A. Contact our Customer Service team by calling (318) 651-5100. You can also contact them securely online by selecting **Messages** from the Online Banking **Main Menu**. Or, you can contact them by e-mail at [CustomerService@progressivebank.com](mailto:CustomerService@progressivebank.com).

**NOTE: Please do not send sensitive personal information such as account numbers, Social Security/Tax ID numbers, or Dates of Birth through e-mail.**

## ATMS & Debit Cards

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**Q. Where can I use my Debit Card or ATM Card?**

- A. You can use either Card to withdraw cash from your account at practically any Automated Teller Machine (ATM)\*. You can use your Debit Card to make purchases anywhere that MasterCard® is accepted. If you are an **Online Banking** customer, you can also use your Debit Card to send a person-to-person payment through our **PB Pay** service. Simply choose **PB Pay** from the **Main Menu**; your Debit Card # will be pre-filled - All you need to complete is the Recipient's Name and Email or Mobile #, and the Amount, then *Continue* to Confirm and Send.

*\*Please note: Progressive Bank assesses its customers a \$2.00 fee for each transaction at a non-Progressive Bank ATM. To avoid this fee, always use a **Progressive Bank ATM** (click [here](#) for a current ATM listing) or ATM within the **MoneyPass** Network. For a Current listing of MoneyPass locations, visit their website at the following web address: <https://www.moneypass.com/atm-locator.html>.*

**Q. What do I do if my Progressive Bank Debit Card or ATM has been lost or stolen?**

A. To report a lost or stolen card, please call our Customer Service Department at 318-651-5100. If you are an **Online Banking** user, you can simply contact us securely through the **Messages** option on the **Main Menu**. Select *Messages, New Conversation, My Card is Lost, Stolen, or Damaged* from the drop down 'With' menu, and type **Lost or Stolen Card** in the *Subject* line. You can then include all of the pertinent details including your Name, Card Number, and other details, and *Send*. The **Customer Service** department will take it from there. **NOTE: Please DO NOT include your PIN number in your message details.**

**Q. What is MoneyPass?**

A. Progressive Bank is a member of the **MoneyPass Surcharge-Free ATM Network**. As a Progressive Bank customer, you can use any of the thousands of surcharge-free **MoneyPass ATMs** nationwide. Simply use the **Locator** on the **MoneyPass** website to find the most convenient location to you.

## **Donation, Sponsorship & Advertising Requests**

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**Q. Who do I contact if I have a request for donations, sponsorships, or advertising?**

A. For requests of this nature, we have contacts in each of our major markets. Please submit your request by e-mail to the appropriate contact for your area. Be as detailed as possible about dates, deadlines, organization purpose, amount requested, etc.

**Monroe/West Monroe** – Kelly Shambro, Sr. VP/Marketing & Communications  
[kshambro@progressivebank.com](mailto:kshambro@progressivebank.com)

**Winnsboro** – Donna Evans, Banking Officer/Financial Center Manager  
[devans@progressivebank.com](mailto:devans@progressivebank.com)

**Northwest LA Market** – Belinda Moentmann, Commercial Banking Assistant  
[bmoentmann@progressivebank.com](mailto:bmoentmann@progressivebank.com)

## **Employment Opportunities**

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**Q. How can I apply for a job at Progressive Bank?**

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

## Deposit Accounts

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### Q. What kinds of personal checking accounts does Progressive Bank offer?

A. We offer several different accounts designed to fit your needs. To compare accounts, click [here](#). If you live within our market areas, you can even **Apply ONLINE** for most of our product types.

### Q. What is the minimum required to open a personal checking account?

A. The minimum opening deposit varies by account type but most can be opened with \$100. Check the comparison chart noted above for each specific account type.

### Q. What documents do I need to have to open my account?

A. Much of the information needed is required by the **USA Patriot Act**. To open an account, for all accounts owners, you will need to have: Names and Dates of Birth; Address\* (must be a physical address – no P.O. Box), Identification Numbers (generally Social Security Number or Taxpayer ID Number); and at least one Primary (current Driver's License or State-issued ID), and at least one Secondary (Social Security Card, Voter's Registration Card, Birth Certificate, Student ID, Insurance Card, Company ID, Vehicle Registration, or Utility Bill).

*\*If your physical address is different than the address on your Primary Identification, The Secondary form of identification MUST reflect your current address. For example, your Driver's License may still have your previous address but you have a Utility Bill that's being mailed to your current address. This Utility Bill must have your Name on it.*

### Q. Can I get overdraft protection on my account?

A. We have 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. For more information, click [here](#) and scroll to the bottom of the page.

### Q. How do I reorder checks?

A. Online reorders are the fastest and easiest way to make that happen. Simply select the **Personal** tab on our Home Page, then choose **Reorder Personal Checks** from the **How Can We Help** menu. To reorder, you will need to know Progressive Bank's routing number (111102596) and your account number. And, keep that reorder form handy! You will also need to know the number at which your new order of checks should begin.

Or, you are welcome to drop the reorder form off at any of our branch locations.