

FREQUENTLY ASKED QUESTIONS

I Was Wondering ...

General Questions



Q: What is the Bank's ABA Routing Number?

A: Progressive Bank's Routing Number is **111102596**. If you have checks, you can find the Routing Number at the bottom left corner of your checks. In addition, our Routing Number is also located at the bottom of each page of our website. You can also find your Account Number and Routing Number within Online Banking. Simply select your account tile and click on *Details*.

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

A: Our current Holiday Schedule can be found [here](#).

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

A: We have two options for changing your address:

- 1) Within Online Banking, simply choose *Address Change* from the *Settings* Menu. Complete the form and *Submit*. We will take it from there and contact you for more information, if necessary.
- 2) You can drop by any Progressive Bank to make the change.

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.

Q: How do I reorder my personal checks?

A: You can reorder checks [here](#), or drop your reorder form by any Progressive Bank branch location.

Q: Why is my deposit on hold?

A: A **Hold** means there's money in your account that isn't available yet. We might place a hold on money for a number of reasons that delay its availability. Your Available Balance won't include any funds on hold.

Q: I've noticed unauthorized transactions with my debit card. Who do I contact? What if I lose my card?

A: To report a lost or stolen card, you can call 318.651.5100 24 hours a day / seven days a week. In addition, if you are an Online Banking customer, you can contact us securely through the *Messages* option on the *Main Menu*. Select *New Conversation, My Card is Lost, Stolen, or Damaged*, complete the form, and Send.

We also recommend enrolling in **Card Control** to receive real-time Alerts any time your Debit Card is used. [Click here](#) for more Card Control information.

