

Eagle Premium Savings – FAQ

In order to better serve our customers, we've compiled a list of Frequently Asked Questions that may help you during the account opening process. If you have any additional questions, please contact our team by calling **570-568-6851** during normal business hours, visiting our [Contact Us](#) page, or emailing us at online@scb.bank. Thank you for choosing Susquehanna Community Bank, and we look forward to “Delivering a Better Banking Experience”!

1. What are the terms and features of the Eagle Premium Savings Account?

- a. 6 Month Introductory Rate – 3.00% APY
- b. \$100,000 minimum required to open, with \$25,000 new money
- c. \$25,000 required to avoid minimum balance fee
- d. Tiered interest rates, paid monthly – no minimum balance required to earn interest
- e. Maximum of 1 debit per calendar 6 months (January through June and July through December) – additional debits will incur per item charge

2. Can I open a Trust account online?

- a. Not at this time.

3. Can I open a Payable on Death (POD) account?

- a. Pennsylvania does not recognize a POD account. We do open In Trust For (ITF) accounts.

4. Can I have beneficiaries on this account?

- a. Yes, you can name as many beneficiaries as you wish.

5. How many beneficiaries can be assigned for FDIC insurance?

- a. FDIC will only cover up to five (5) beneficiaries with all receiving equal portions. If the owner prefers a beneficiary to receive a different amount, that will require another account to be opened.

6. Do I need to collect any additional information on a beneficiary?

- a. No, only on the owner of the account.

7. How much money is covered by FDIC insurance?

- a. The Bank is a FDIC insured financial institution. Please refer to the FDIC.gov website and access EDIE to review their coverage policies.

8. How can I send you my Customer Identification Program (CIP) or legal documents?

- a. You can upload any documents a few ways:

- i. Our website: [Contact Us](#)
- ii. Fax: 570-568-8136
- iii. Email: online@scb.bank
- iv. Mail to:
Attn: Online Accounts
Susquehanna Community Bank
940 High Street
West Milton, PA 17886

9. Will I be notified once you've received my application?

- a. Yes, you will receive an email from us

10. How can I fund my new account?

- a. The preferred method to fund your account is during the application process via ACH funding. However, if you choose to fund *after* the account is opened, there are three options:
 - i. Incoming Wire Transfer: We do have a \$15 fee for incoming wires; however, we will waive this fee, one time, for the initial funding deposit
 - ii. Mobile Deposit: You can write a check and deposit it using our Mobile App's deposit feature. There is no fee involved with this service.
 - 1. The daily limit is \$2,500, but if you contact us when you are ready to deposit the check, we can temporarily increase this limit.
 - 2. Please note, the availability of your deposit may be delayed. If delayed you will receive a notification in the mail at your address we have on file. You will continue to earn interest on the full deposit amount even though the availability may be delayed.
 - iii. Incoming ACH: You can send an ACH transaction from your other institution, we do not have any limitations on the amount we can receive.

11. Does the test deposit under ACH count towards the ACH limit of one withdrawal?

- a. It depends on the source of the ACH. The initial “test” transactions will only be credits into the Eagle Premium Account, so they would not count towards the Excess Withdrawal limitation. For example, if you want to transfer \$250,000 into the new account and select funding during the online application, the initial test deposit will debit your other bank and credit us (Susquehanna Community Bank) for \$0.50. Once you confirm the withdrawal at your other bank, the remainder of the deposit will process (\$249,999.50).
- b. There will be no fees assessed so nothing would need to be refunded.
- c. However, if you are linking your Susquehanna Community Bank account to another bank’s external transfer service and that bank initiates “test” debits to your Susquehanna Community Bank account, those would count toward the “Withdrawal limitation.” You do have the option of a wire transfer to Susquehanna Community Bank; however, normal incoming wire fees would be assessed.

12. Can I accept the disclosures on my internet browser?

- a. We have tested all major internet browser types and all can accept the disclosures. If you’re experiencing issues, please try using a different browsing, clearing your history, or clearing your cache.

13. What if I want to receive interest monthly?

- a. You can open one of our [Checking Accounts](#), set up electronic banking, and do external transfers from there.

14. Can I have a debit card with this account?

- a. Yes, just be aware that any usage will count towards the Excess Withdrawal Limitation.

15. Can I do mobile deposits?

- a. Absolutely. However, we need to be made aware if the check is greater than \$2,500.

16. I was unable to open a secure email from the Bank?

- a. Click to sign up for secure login and complete the setup. If you do not see a link to enroll, it could be that you have already created a profile with another institution that uses the same encryption software. Please follow the on-screen prompts to reset your password if needed.

17. Am I able to sign electronically?

- a. Unfortunately, no. Our regulatory policies require a physical signature for this account.

18. My rate is not showing as the 3.00%?

- a. It will show as the 3.00% after the balance in your account reaches \$100,000 or greater. If you are viewing this information in Online Banking, the rate will be updated following business day.

19. What is an External Transfer and what are the limitations?

- a. The Online Banking External Transfer feature allows you to initiate ACH entries. It does have an incoming and outgoing initiation limit of \$5,000 per day, per transaction if you choose a 3-day delivery option. If the 1-day delivery option is chosen, the limit is \$2,500 per day, per transaction. This limitation cannot be changed as it is set to safeguard the Bank. You can choose the timeframe for the transfer; either 1 day or 3 days. Per transaction fees would apply based on the option chosen; \$3.00 for a 1-day transfer or \$1.50 for a 3-day transfer.

20. Does the Bank have dollar amount limitations on receiving incoming/outgoing ACH or Wire Transfers into this account?

- a. This account can receive any incoming/outgoing ACH or Wire Transfer amount. The only dollar limitations are those set within the External Transfer service in Online Banking.
- b. Please note, Excess Withdrawal Limitations would apply for any debits posted, regardless of dollar amount