

## Popular Bank Branch Realignment Customer FAQ

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### 1. Why is Popular Bank closing part of its New York Metro branch network?

Popular Bank is committed to meeting the growing and changing needs of both our business and retail customers. As we continue to further this vision, we are re-aligning our New York Metro branch network, and consolidating several of our branch locations so that we may be able to strategically drive our customer experience and better serve the communities where we operate. This initiative will also provide opportunities for us to invest in digital capabilities and refocus our commitment to our communities.

### 2. When will these branches close?

All impacted branch locations will close by January 29, 2021. We will continue to provide more information regarding the details of each closing branch in the coming weeks and months.

### 3. Will this affect my Popular Bank account(s)?

No. This initiative will not impact any customer accounts. Customers will continue to maintain their current account access and standing. Your account number will remain the same and your account features, including direct deposit and autopay, will continue uninterrupted.

All impacted customers will receive an official letter welcoming them to a nearby branch location to continue to work with our staff to effectively manage their accounts and meet their unique financial needs.

### 4. Does this mean that Popular is closing its New York Metro operations?

Popular Bank remains committed to serving our communities throughout New York and New Jersey. We will continue to operate 27 branches located throughout New York (Brooklyn, Bronx, Manhattan, and Queens), as well as in northern New Jersey. More than 70% of the branches that are closing are within two miles of another Popular Bank branch that will remain open and ready to assist with your financial needs.

For more information regarding branch locations in your area, please use our [ATM and Branch Locator](#) tool.

### 5. How can I find a branch near me?

Please use our [ATM and Branch Locator](#) tool to find a Popular Bank branch location in your nearest area. You can also use this application to find Popular Bank ATMs, as well as surcharge-free ATMs.

### 6. Is my money safe with Popular Bank?

Popular Bank remains well capitalized and institutionally sound. The strategic realignment of our branch network signals the next chapter of our financial institution as we seek to drive customer experience, provide critical products and services and refocus our community efforts.

Please note that Popular Bank is an FDIC-insured institution. The standard FDIC deposit insurance amount is \$250,000 per depositor, per FDIC-insured bank, per ownership category.



## 7. How can I continue to work with my banker?

Our team is ready to help you meet your unique financial goals. We are currently working to realign branch network and some of our staff may be transitioning from certain branch locations. We will continue to provide our customers with up-to-date information on how we can assist with any and all of your banking needs.

## 8. Will Popular Bank remain active in my community?

Yes. We remain committed to serving the communities where we operate. As part of this realignment to our New York Metro branch network, we are strategically maintaining our branch footprint, with more than 70% of branches to close within two miles of a remaining Popular Bank.

Popular Bank will additionally provide support to all communities and maintain 65% of its New York Metro footprint in low, moderate income (LMI) areas and will continue to seek meaningful relationships and partnerships with our community partners and nonprofit organizations.

## 9. How can I continue to access and manage my accounts?

We are committed to continue providing important access to our products and service in several important and meaningful ways.

- We are maintaining our branch footprint within many of our communities. More than 70% of the branches to close are located within two miles of another Popular Bank branch.
- Customers will continue to have access to their account(s) through online and mobile banking and at any other Popular Bank branch.
- Popular Bank is part of the Allpoint® ATM Network,<sup>1</sup> offering customers access to more 55,000 ATM locations across the United States free of charge. ATM locations include CVS, Target, Duane Reade, Walgreens and others.
- Customers can also call our Customer Care Center at **1.800.377.0800**, Monday – Friday from 7:30am to 12:00am ET and Saturday – Sunday from 9:00am to 6:00pm ET. Additional information can be found at [www.popularbank.com/branch-news](http://www.popularbank.com/branch-news).

1. Surcharge-free access to Allpoint® ATMs only applies to ATM access or withdrawals completed with a Popular Mastercard® Debit Card. Popular Bank and its affiliates are not affiliated with ATM National, LLC. Allpoint is a registered trademark of ATM National, LLC. Mastercard is a registered trademark of Mastercard International Incorporated. • CVS is a trademark of CVS Pharmacy, Inc. Target is a trademark of Target Brands, Inc. Duane Reade and Walgreens are trademarks of Walgreens Boots Alliance, Inc.