

New ATM & Debit Cards: FREQUENTLY ASKED QUESTIONS

We realize that our debit card upgrade is a potential inconvenience, and for that, we sincerely apologize. Please bear with us through the transition. Providing you with more efficient transaction processing and improved service going forward is our long-term goal.

Here are answers to questions you may have regarding the card upgrade.

Q: When I receive the new card, should I destroy my old one?

A: Not yet. You will need to use your existing card until February 21.

Q: When will my old card be deactivated?

A: The old cards will be deactivated at 2:00 a.m. CST, February 21.

Q: When can I begin using the new cards?

A: You may use the new cards after 6:00 a.m. CST, February 21.

Q: Will all ATM fees continue to be waived for ePlus and Premier checking customers?

A: Yes. These benefits are tied directly to those checking accounts, and all ATM fees will continue to be waived. One change ePlus and Premier Checking customers will notice is that the surcharge for using an ATM outside the Allpoint network will now show up on their statements, along with the amount that BankWest has automatically refunded.

Q: Will all ATM/Debit Card customers have access to an ATM network that won't charge an ATM fee?

A: As of February 21, 2022, customers can use any BankWest ATM, as well as any ATM within the Allpoint network, without incurring a surcharge. Visit allpointnetwork.com to locate Allpoint ATMs by zip code or download the Allpoint App.

Q: Can I use ATMs outside the Allpoint network?

A: Yes. You may use any ATM, but be aware that machines outside the Allpoint network may charge transaction fees.

Q: What happens to the recurring payments that I've set up for auto payment using my debit card?

A: Prior to February 21, you will need to provide your new debit card information for any recurring payments you pay using your debit card.

Q: I use the SecurLOCK App for debit card security and fraud protection; how will it be impacted?

A: You will need to update your SecurLOCK App with your new card information on or after February 21.

For any remaining questions, please contact our eBanking Center at 1-800-253-0362.



<https://www.bankwest-sd.bank/systems-upgrade/>
1-800-253-0362 Member FDIC 2/2022

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