

Frequently Asked Questions

What has taken place?

Bank of Bellevue, Bank of Everett, Bank of Tacoma and Issaquah Community Bank have consolidated to form Bank of the Northwest, your local, community bank serving the Puget Sound region where our customers are our top priority. The banks will continue to operate at their existing offices under the name of Bank of the Northwest.

Does this mean that there is going to be a change in ownership of the bank?

No. The bank will continue to be an affiliate of Capitol Bancorp Limited.

When will I see Bank of the Northwest on documents, correspondence and signage?

Moving forward, all communications and bank documents will include the Bank of the Northwest name and logo:



How will this impact me?

We assure you that it is to be “business as usual” during and after the consolidation. We anticipate minimal impact on your banking experience. We are excited about the opportunities that exist as a result of this consolidation. We anticipate an expansion of our services and believe the efforts of the combined teams will allow us to add value and greater opportunity for you. We will continue to provide the same quality customer service and community commitment you have grown to expect.

Can I do my banking at any of the four offices?

Yes. You may bank at any of our four offices: Bellevue, Everett, Issaquah and Tacoma. Please note that while you may bank at any of these offices, the systems for each office will not be consolidated for several months following the consolidation. As a result, there may be minimal delays and limitations when accessing your account at any office other than the main office you bank at.

How will this impact my fees and accounts?

The consolidation will not have any affect on fees and accounts. Your existing fees and accounts will remain the same.

Will my account number(s) remain the same?

Checking, savings and money market savings account numbers will remain the same.

Will I continue to use my same checks and deposit tickets?

Yes. You may continue to use your existing supply of checks and deposit slips for all deposit accounts. The Bank of the Northwest name will appear on any subsequent checks and deposit tickets issued to you.

Will I continue to use my ATM/debit card and credit card?

Yes. Your ATM/debit card will continue to have the same PIN and the same linked accounts. Your credit card will also continue to work properly. The Bank of the Northwest name will appear on any subsequent cards issued to you.

Will I receive a new statement for my deposit account(s)?

Only the bank name on your checking and savings statements will change.

Will my direct deposits and automated transfers continue as before?

There will be no interruption to your current direct deposit and automated transfer service, unless you have been notified otherwise.

How do I access the Web site, Personal and Business Online Banking, Bill Pay and Remote Deposit?

You may conveniently access your Personal and Business Online Banking accounts and Remote Deposit on our current Web site for a short time. After Monday, February 22, 2010, you will also be able to access your Online Banking or Remote Deposit accounts by visiting www.bankofthenorthwest.com and selecting your office location from the drop-down menu located at the top left-hand corner of the page. Then simply login to Online Banking or Remote Deposit as you normally would. For the immediate future you can continue to login to Online Banking or Remote Deposit at the same URL that you may have bookmarked.

Will the consolidation cause any problems with my customer service?

You should expect the same professional service from the staff you have come to know. We are trying to do everything possible to make the transition as smooth as it can be.

What happens to my FDIC coverage if I had accounts at two or more of the former affiliate banks (Bank of Bellevue, Bank of Everett, Bank of Tacoma and Issaquah Community Bank)?

If you had separate deposits at more than one of our consolidating banks prior to February 19, 2010, your deposit amounts will be combined for FDIC insurance coverage purposes effective August 18, 2010. Certificate of Deposit accounts opened at any of our above listed offices prior to February 19, 2010, will continue to be separately insured until the earliest maturity date after August 18, 2010. For more information please visit the following FDIC Web site: www.fdic.gov.

If you have questions regarding this matter, please contact a bank representative at one of our offices or stop in at your convenience.