

# FEB Bank Policy Guidelines 2024

This document outlines the official policies and procedures of FEB Bank as of January 2024.

## Section 1: Account Management

All customers are required to maintain a minimum balance of \$500 in checking accounts and \$1000 in savings accounts. Failure to maintain these minimums will result in a monthly service fee of \$25. Accounts with zero balance for more than 90 days will be automatically closed.

## Section 2: Online Banking Services

FEB Bank provides 24/7 online banking services to all customers. Two-factor authentication is mandatory for all online transactions exceeding \$1000. Customers are advised to change their passwords every 90 days for enhanced security. Mobile banking applications are available for iOS and Android platforms.

## Section 3: Loan Policies

FEB Bank offers personal loans, home loans, and business loans with competitive interest rates. All loan applications are subject to credit checks and approval by the loan committee. The current interest rate for personal loans ranges from 7.5% to 12% based on credit score and loan amount. Home loans start at 4.2% APR for qualified customers.

## Section 4: Customer Service Standards

Our service representatives are available from 8:00 AM to 8:00 PM on weekdays and from 9:00 AM to 3:00 PM on Saturdays. Customer complaints are addressed within 48 hours of filing. FEB Bank conducts regular customer satisfaction surveys to improve service quality.

## Section 5: Fee Structure

ATM withdrawal fee for non-FEB Bank ATMs: \$2.50 per transaction. Wire transfer fees: \$15 for domestic and \$30 for international transfers. Overdraft protection fee: \$35 per incident. Annual credit card fee: \$75 for platinum cards, waived for premium customers.

## Section 6: Privacy Policy

FEB Bank is committed to protecting customer privacy and adheres to all applicable data protection regulations. Customer information is never shared with third parties without explicit consent, except as required by law. All data transmissions are encrypted using industry-standard protocols.

## Section 7: Corporate Social Responsibility

FEB Bank allocates 3% of annual profits to community development programs, educational initiatives, and environmental conservation projects. The bank maintains a carbon-neutral operation and promotes paperless banking to reduce environmental impact.