

Branch Hours and Contact Information

Branch Locations and Hours

Main Downtown Branch

Address: 455 Financial Plaza, Downtown

Phone: (555) 100-2000

Fax: (555) 100-2001

Hours:

- Monday - Thursday: 9:00 AM - 5:00 PM
- Friday: 9:00 AM - 6:00 PM
- Saturday: 9:00 AM - 2:00 PM
- Sunday: Closed

Services Available:

- Full-service banking
- Mortgage specialists (appointment recommended)
- Business banking specialists
- Safe deposit boxes
- Notary services
- Coin counting machine
- Drive-through ATM (24/7)
- Night deposit box

Riverside Branch

Address: 2890 River Road, Riverside District

Phone: (555) 100-2100

Hours:

- Monday - Friday: 9:00 AM - 5:00 PM
- Saturday: 9:00 AM - 1:00 PM
- Sunday: Closed

Services Available:

- Personal and business banking
- Loan officers on-site (Tuesday - Friday)
- Safe deposit boxes
- Drive-through banking
- 24/7 ATM

Westside Mall Branch

Address: 750 Westside Mall, Suite 120
Phone: (555) 100-2200
Hours:

- Monday - Saturday: 10:00 AM - 7:00 PM (matches mall hours)
- Sunday: 11:00 AM - 5:00 PM

Services Available:

- Personal banking
- Credit card applications
- Account opening
- ATM inside branch

Note: Limited business services; no safe deposit boxes at this location

Oakwood Branch

Address: 1523 Oak Street, Oakwood
Phone: (555) 100-2300
Hours:

- Monday - Friday: 9:00 AM - 4:00 PM
- Saturday: Closed
- Sunday: Closed

Services Available:

- Personal banking
- Small business banking
- Notary services
- Drive-through ATM (24/7)

Airport Branch

Address: International Airport, Terminal B (before security)
Phone: (555) 100-2400
Hours:

- Monday - Sunday: 6:00 AM - 9:00 PM (including holidays)

Services Available:

- Currency exchange (40+ currencies)
- Traveler's checks
- Emergency card services
- ATM (airside and landside)
- Account opening (limited services)

Note: Ideal for last-minute travel banking needs

Holiday Hours

Bank Holidays (All Branches Closed)

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

Early Closure Days (Close at 2:00 PM):

- New Year's Eve
- Christmas Eve
- Day before Thanksgiving

Modified Hours: When holidays fall on weekends, branches closed on observed federal holiday (usually Monday)

ATM Availability

- ATMs remain operational 24/7 during holidays
- Cash may not be replenished on holidays
- Mobile deposit available as alternative

Contact Information by Department

Customer Service (24/7)

Phone: 1-800-BANK-HELP (1-800-226-5435)
International: +1-555-100-1000 (collect calls accepted)
Email: customerservice@ourbank.com
Live Chat: Available on www.ourbank.com (7 AM - 11 PM daily)

Typical Wait Times:

- Weekday mornings (7 AM - 10 AM): 5-10 minutes
- Weekday business hours (10 AM - 4 PM): 2-5 minutes
- Evenings and weekends: Under 2 minutes

Credit Card Services (24/7)

Phone: 1-800-CARD-HELP (1-800-227-3435)
Lost/Stolen Cards: 1-800-LOST-CARD (1-800-567-8227)
International: +1-555-123-4567
Fraud Department: 1-800-FRAUD-00 (1-800-372-8300)

Loan Department

Phone: 1-800-GET-LOAN (1-800-438-5626)
Hours: Monday - Friday, 8:00 AM - 8:00 PM; Saturday 9:00 AM - 5:00 PM
Email: loans@ourbank.com

Specialized Lines:
• Mortgage: 1-800-HOME-NOW (1-800-466-3669)
• Auto Loans: 1-800-AUTO-YES (1-800-288-6937)
• Student Loans: 1-800-EDU-LOAN (1-800-338-5626)

Business Banking

Phone: 1-800-BIZ-BANK (1-800-249-2265)
Hours: Monday - Friday, 8:00 AM - 6:00 PM
Email: businessbanking@ourbank.com

Services:
• Business checking and savings
• Merchant services
• Payroll processing
• Commercial loans
• Business credit cards

Investment Services

Phone: (555) 100-4000
Hours: Monday - Friday, 9:00 AM - 5:00 PM
Email: investments@ourbank.com
Location: Main Downtown Branch only (by appointment)

Fraud and Dispute Resolution

Phone: 1-800-FRAUD-00 (1-800-372-8300)
Available: 24/7
Email: fraud@ourbank.com (for non-urgent matters)

Report Immediately:
• Unauthorized transactions
• Lost or stolen debit/credit cards
• Compromised online banking credentials
• Suspected identity theft
• Phishing emails claiming to be from our bank

Technical Support (Online/Mobile Banking)

Phone: 1-800-TECH-HELP (1-800-832-4435)
Hours: 24/7
Email: techsupport@ourbank.com
Live Chat: Available through mobile app and website

Wire Transfer Department

Phone: (555) 100-5000
Hours: Monday - Friday, 9:00 AM - 3:00 PM (cut-off for same-day wires: 2:00 PM)
Email: wiretransfers@ourbank.com
Important: Wire transfer requests must be verified by phone for security

ATM Locations

ATM Network

- 50+ ATMs in metro area
- Surcharge-free at all our ATMs
- Partner network: 40,000+ surcharge-free ATMs nationwide (Allpoint Network)

ATM Services Available

- Cash withdrawal
- Deposits (cash and checks)
- Balance inquiry
- Transfer between accounts
- Mini-statement (last 5 transactions)
- Change PIN

ATM Locator

- Website: www.ourbank.com/locations
- Mobile app: "Find ATM" feature with GPS
- Text "ATM" to 555-100 with your ZIP code

24-Hour ATM Locations (not at branches)

1. Central Station - 100 Station Plaza
2. University Campus - Student Center, 3rd Floor

3. Memorial Hospital - Main Lobby
4. Shopping Center - 4500 Market Street
5. City Hall - 200 Government Plaza

Appointment Scheduling

Who Needs an Appointment?

- Mortgage consultations
- Business account opening
- Investment services
- Safe deposit box rental
- Estate planning services
- Complex account issues

How to Schedule

- **Online**: www.ourbank.com/schedule
- **Phone**: Call specific branch or 1-800-BANK-HELP
- **Mobile App**: "Schedule Appointment" feature
- **Walk-ins**: Welcome, but appointments receive priority

Appointment Types

- 15-minute: Quick account questions
- 30-minute: Account opening, credit card applications
- 60-minute: Mortgage pre-approval, business banking
- 90-minute: Investment planning, complex business needs

Cancellation Policy: Please cancel at least 2 hours in advance

Accessibility Services

In-Branch Accessibility

- Wheelchair accessible entrances
- Accessible ATMs
- TTY/TDD: 1-800-955-8770
- Sign language interpreters (48-hour notice requested)
- Large print statements and documents available

Online/Phone Accessibility

- Screen reader compatible website
- Voice banking: 1-800-VOICE-BK (1-800-864-2325)
- Video banking with ASL interpreters (by appointment)

International Services

Travel Notifications

- Notify us before international travel to avoid card blocks
- Online: Log in and go to "Travel Notifications"
- Phone: 1-800-BANK-HELP
- Mobile app: "Travel Plans" section

International Numbers (Call Collect if Needed)

- Customer Service: +1-555-100-1000
- Lost/Stolen Cards: +1-555-100-2000
- Emergency Cash Transfer: +1-555-100-3000

Services for International Customers

- Multi-currency accounts
- International wire transfers
- Foreign currency exchange (at select branches)
- SWIFT code: OURBANKUS

Mail Correspondence

Mailing Addresses

General Correspondence:
Our Bank
P.O. Box 10000
Metro City, MC 55555

Loan Payments:
Our Bank - Loan Services
P.O. Box 10100
Metro City, MC 55556

Credit Card Payments:

Our Bank - Credit Card Services
P.O. Box 10200
Metro City, MC 55557

Mortgage Payments:

Our Bank - Mortgage Division
P.O. Box 10300
Metro City, MC 55558

Overnight/Courier Address:

Our Bank
455 Financial Plaza
Metro City, MC 55501
ATTN: [Specific Department]

Social Media and Online Presence

Official Channels

- **Website**: www.ourbank.com
- **Facebook**: @OurBankOfficial
- **Twitter**: @OurBank
- **Instagram**: @OurBankOfficial
- **LinkedIn**: Our Bank

Customer Service via Social:

- Twitter: @OurBankHelp (Mon-Fri, 8 AM - 8 PM)
- Facebook Messenger: Monday - Friday, 8 AM - 6 PM

Security Note: Never share account numbers, passwords, or personal information via social media

Mobile App

- **Download**: Available on iOS and Android
- **App Name**: "Our Bank Mobile"
- **Features**: Mobile check deposit, bill pay, transfers, ATM locator, appointment scheduling

Complaint Resolution

How to File a Complaint

1. Branch Manager: Start with your local branch

2. Customer Service: 1-800-BANK-HELP
3. Email: complaints@ourbank.com
4. Mail: Customer Relations, P.O. Box 10000, Metro City, MC 55555

Response Time

- Acknowledgment: Within 2 business days
- Initial response: Within 10 business days
- Final resolution: Within 30 business days (complex issues may take up to 90 days)

Escalation

If not satisfied with resolution:

- **Regulatory Complaints**:
- FDIC: 1-877-ASK-FDIC
- Consumer Financial Protection Bureau: www.consumerfinance.gov/complaint
- State Banking Commission: (555) 200-3000

Emergency Contact Protocol

After-Hours Emergencies

- Lost/stolen cards: 1-800-LOST-CARD (24/7)
- Fraud: 1-800-FRAUD-00 (24/7)
- Online banking locked: 1-800-TECH-HELP (24/7)
- Wire transfer emergencies: Call main customer service and ask for Wire Department on-call manager

Natural Disasters/Bank Closures

- Check website for updates: www.ourbank.com/alerts
- Call customer service for nearest open branch
- Mobile and online banking typically remain operational
- ATMs may have limited cash during emergencies

Feedback and Suggestions

We value your input!

- **Online Feedback Form**: www.ourbank.com/feedback
- **Email**: feedback@ourbank.com
- **Phone**: Mention to any representative during service call
- **In-Branch**: Comment cards available at all locations

Response: All feedback reviewed by management; personal responses for detailed suggestions