

# FRANDSEN BANK & TRUST



## *Frequently Asked Questions – Updated 4/23/19*

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- **When will the sale be final?**

At the end of business on Friday April 26th, 2019, the Downtown office of Alerus located at 331 West Superior Street, Duluth officially becomes a part of Frandsen Bank & Trust.

- **Where will I do my banking after April 26th?**

Frandsen will be re-locating its Duluth operation from 404 West Superior Street, Duluth to the Alerus downtown office located at 331 West Superior Street, Duluth.

- **Are there new business hours?**

Yes. 8:30 a.m. to 5:00 p.m.

- **Will the phone number change?**

The phone number will stay the same through April 26<sup>th</sup>. On April 29<sup>th</sup>, we will begin to use the current Frandsen Bank Duluth phone number, 218.673.5050. We will be able to establish an automatic redirect of a phone call coming in on the current Alerus number so customers should not be impacted if they dial the old number.

- **What is Frandsen Bank & Trust's website address?**

[www.frandsenbank.com](http://www.frandsenbank.com)

- **Will my account stay the same?**

Frandsen Bank provided information to all Alerus Duluth customers in March. This mailer will provide information on account changes. You are encouraged to review Frandsen's many account options and select a different product if you prefer

- **Will I have to get a new account number with Frandsen Bank at the time of the sale?**

It is likely that you will be able to retain your current account number. Frandsen bank has contacted customers who needed a new account number.

- **Will I have to buy new checks or can I use my existing Alerus checks up?**

Customers who regularly write checks will receive a complimentary order of Frandsen Bank & Trust checks prior to the merger. It is important that you begin using your new checks as soon as you receive them. Alerus checks will be honored by Frandsen Bank & Trust for a period of 90 days following the merger. After 90 days, any Alerus checks presented for payment will be returned to the payee unpaid. Your unused Alerus checks should be properly destroyed. Business customers who use laser checks were mailed an order form to be completed and returned by May 3<sup>rd</sup>.

- **Will I receive a new debit card at the time of the sale?**

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## FAQs Continued

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Yes, debit cards have been mailed. You may begin to use your new card at 5:00 PM on April 26<sup>th</sup>.

- **I travel a lot, how big is Frandsen's ATM network?**

Frandsen Bank is also a part of the MoneyPass surcharge-free network that provides surcharge-free access to over 35,000 ATMs nationwide. Since Alerus is also a member of the MoneyPass network, it is likely you may continue to use the same ATMs surcharge-free that you are accustomed to.

- **I use Alerus's online billpay to pay my monthly bills, will I have to re-enroll all of the payees that I normally send payments to?**

You will need to enroll in Frandsen's bill pay and set up your payees. [Click here](#) for enrollment information.

- **I use Alerus's mobile banking, mobile deposit and/or online banking, does Frandsen Bank have these products?**

Yes, you will need to enroll in these products. [Click here](#) for enrollment information.

- **What about my direct deposit and automatic payments?**

Originators of direct deposits and/or electronic payments will receive an electronic notification of this change. However, you may contact your originator directly to expedite the change. You may be contacted by the originator for verification. (Frandsen Bank's routing number is 091901202.) For a period of 180 days following the merger, we will continue to process any direct deposits or electronic payments received with your old routing numbers (091300159 and 091908700).

- **What if I have more questions?**

Check out Frandsen Bank & Trust's website for lots of great information on products, services, bank locations, and more. You will be receiving additional communications from Frandsen Bank leading up to the sale. These communications will answer many questions about your specific account(s) and how things will be handled during this transition from Alerus to Frandsen Bank & Trust. Check out [www.frandsenbank.com/welcome](http://www.frandsenbank.com/welcome) for more information.