

## Chelsea Groton Bank

### Frequently Asked Questions

#### Where can I find your branch locations and hours?

We have 14 branches conveniently located in Southeastern, CT, search for the [Chelsea Groton Bank branch](#) and hours near you.

#### Where can I find a Chelsea Groton Bank ATM?

We have ATMs at all 14 [Chelsea Groton Bank branches](#). In addition, our ATM networks [SUM](#) and [Moneypass](#) provide nationwide access to cash.

#### What are your mortgage rates?

Please call 1-860-448-4174 or visit our Mortgage Center for [online rates](#).

#### What are your Deposit Rates?

View our [deposit rates](#) online. Or call our Customer Care Center at 1-860-448-4200.

#### When will I receive my new Visa® Debit Card?

You should receive your Visa® Debit/ATM card within 10 business days of opening and funding your account. If it's been more than 10 business days, please contact the Customer Care Center at 860-448-4200 for assistance.

#### When will my accounts be visible on my Online Banking?

Personal online banking accounts will be set-up one business day after you've signed-up. If you are not able to log-in to your new online banking account, call our Customer Care Center 860-448-4200 for assistance.

#### What is the ABA/Routing number for Chelsea Groton Bank?

Our ABA/Routing number is 211173357.

#### How do I re-set my Online Banking username or password?

Call our Customer Care Center at 860-448-4200; hours of operation are Monday-Friday 8:00 am to 7:00 pm and Saturdays 8:00 am to 3:00 pm.

#### How can I stop a payment on a check?

Stop payments can be placed at your local [Chelsea Groton Bank branch](#), by phone through our Customer Care Center, 860-448-4200 or online using your online banking account. There is a \$15 fee.

## How do I re-order checks?

Initial orders are placed by the [branch](#) where your account was first opened. If you did not order checks at that time you may place a new order or re-order by phone through our Customer Care Center 860-448-4200. [Visit](#) to re-order checks online.

## What is your main phone number?

Call 1-860-448-4200 for our Customer Care Center and to connect with all departments.

## What are your hours of operation (departments not branches)?

Customer Care Specialists are available by phone Monday-Friday 8:00 am to 7:00 pm and on Saturday from 8:00 am – 3:00 pm.

To find the hours of the [branch](#) and lending offices most convenient to you visit [chelseagroton.com](http://chelseagroton.com).

## What are your wiring instructions for incoming wires?

Our Incoming Wires are received by Bankers Bank and then further credited to Chelsea Groton Bank.

Receiving Bank:	Bankers Bank Glastonbury, CT 06033
Bank Routing/ABA:	011110617
Beneficiary Name: Account#	Chelsea Groton Bank 1010
For Further Credit to:	Account Holder Name at Chelsea Groton Bank Account Number of Account Holder

## Where do I get wiring instructions for outgoing wires?

If you need to send a wire out from your Chelsea Groton Bank account, you must provide us with the receiving bank name, routing/ABA number, address, beneficiary name and their account number. You'll have to obtain this information from the beneficiary bank or account holder. Please note that outgoing wire requests are accepted in person at any of our [branches](#). We do not accept wire requests by phone, email or fax.

## Can I change my passbook savings account to one where I receive a monthly statement?

Yes, changing to a Statement Savings account will provide you with ATM card access and access to your account information through online banking. Monthly statements are provided to you and you can have the option of eStatements through Online Banking.

## How do I purchase a bank check or money order?

Bank checks and money orders are available for purchase by bank customers through any of our 14 [branch](#) locations.

## Do your [branches](#) offer coin counting?

Yes, the fee is 3% with no charge for Relationship Account customers.

## Does the bank provide Notary or Signature Guarantee services?

Yes, services are available for customers; contact any of our [branches](#) or our Customer Care Center for assistance at 860-448-4200.

## I made a payment online and it hasn't been received. What do I do?

Contact our Customer Care Center at 1-860-448-4200 for assistance.

## How do I set up Direct Deposit of Social Security?

If you already receive Social Security or SSI benefits **and** you have a bank account, you can sign up for Direct Deposit by:

- starting or changing Direct Deposit online via the official Social Security website: [ssa.gov/myaccount/](http://ssa.gov/myaccount/) (Social Security benefits only), or
- contacting our Customer Care Center at 860-448-4200, or
- Visiting a local Chelsea Groton [branch](#) near you (branches have SSA forms available), or
- calling Social Security toll-free at 1-800-772-1213 (TTY 1-800-325-0778), or
- Filling out a Direct Deposit Sign up Form and taking or mailing it to your Social Security Office. The form is available online in PDF format for downloading and completion. To read and print the form, you must have Adobe Acrobat Reader software installed on your computer.
- In all cases, you will need the Chelsea Groton Bank Routing Number (211173357), your Chelsea Groton deposit account number that you want your deposits directed into, and our mailing address: 904 Poquonnock Road Groton CT 06340.

## What mailing address do I use to mail in deposits?

It's easy to bank by mail. Endorse checks by writing your signature, your account number and **For Deposit Only** in the endorsement area on the back of each check to be deposited, and then drop your non-cash deposit in the mail using one of our preaddressed, postage-paid envelopes.

If you don't have a preaddressed, postage-paid envelope, simply mail your deposit to us at:

Chelsea Groton Bank  
P O Box 151  
Norwich, CT 06360

### **Are my deposits at Chelsea Groton Bank FDIC insured?**

As a member of the Federal Deposit Insurance Corporation (FDIC), Chelsea Groton Bank is insured by the FDIC. The FDIC insures deposits in checking, NOW and savings accounts, money market deposit accounts, and certificates of deposit (CDs), up to the insurance limit.

The standard insurance amount is \$250,000 per depositor, per insured bank, for each account ownership category. The FDIC provides separate coverage for deposits held in different account ownership categories. If a family has \$250,000 or less in all of its deposit accounts at the same insured bank, the deposits are fully insured. A person may qualify for more than \$250,000 in coverage at one FDIC member bank if he or she owns deposit accounts in different ownership categories and all FDIC requirements are met. The FDIC does not insure money invested in stocks, bonds, mutual funds, life insurance policies, annuities, or municipal securities, even if you purchased these products from an FDIC member bank.

To learn more, visit the Federal Deposit Insurance website at [fdic.gov](http://fdic.gov).

### **How do I establish Direct Deposit of my paycheck, social security check, pension check or other re-occurring payment with Chelsea Groton Bank?**

- For paychecks, contact your employer.
- For Social Security, contact 1-800-772-1213
- For pensions, contact your pension administrator
- For other, please visit a Chelsea Groton [branch](#) or call our Customer Care Center 860-448-4200

In all cases, you will need the Chelsea Groton Bank Routing Number (211173357), your Chelsea Groton deposit account number that you want your deposits directed into, and our mailing address: 904 Poquonnock Road Groton CT 06340.

### **Where Can I Purchase Savings Bonds? Where Can I Redeem Savings Bonds?**

Effective December 31, 2011, Savings Bonds can only be purchased electronically through Treasury Direct.

You can redeem paper E/EE bonds at Chelsea Groton Bank. Visit [treasurydirect.gov](http://treasurydirect.gov) for special circumstances or redemption instructions for other types of bonds.

**Who do I contact if my Chelsea Groton ATM/Visa® Debit Card, Credit Card or Checkbook is Lost or Stolen?** Call immediately!

- **Lost or Stolen ATM / Debit Cards (24/7)**  
Domestic: 1-800-264-5578  
International: 1-701-461-0621
- **Lost or Stolen Credit Card (24/7)**  
Consumer 1-800-558-3424  
Business 1-866-552-8855
- **Lost or Stolen Checkbooks**  
Call 860-448-4200 or visit your local [branch](#) during normal banking hours.

**Someone called me saying they were from Chelsea Groton Bank and asked me to verify personal information over the phone such as my social security number, my account number and my date of birth? What should I have done?**

Chelsea Groton Bank will never ask you to reveal or confirm any personal or account information over the phone or from an email unless you've called us and we're attempting to identify you. If you've given out this information, contact our Customer Care Center at 860-448-4200 during normal working hours or visit your local [branch](#).

**How do I change my name on my Chelsea Groton accounts?**

Please visit one of our [branches](#) during normal business hours. Please bring an unexpired government issued photo ID along with the legal documentation such as marriage certificate, divorce decree, birth certificate (needed for misspelled names), adoption certificate or other legal court order. We'll help you with the rest.

**How do I change my address?**

You can update your information by calling our Customer Care Center at 860-448-4200, by visiting any of our [branches](#), or through online banking.

**I have a seasonal address, how do I forward my mail for a short period of time?**

You can update your seasonal address by calling our Customer Care Center at 860-448-4200, by visiting any of our [branches](#) and completing a seasonal address change form, or through online banking.

**What types of transactions can I complete using the Chelsea Groton Telephone Banking Service?**

When calling our Telephone Banking Service, 860-823-4884, you'll have access to your account information on your Chelsea Groton checking, money market, certificate of deposit, IRA and loan accounts\*. You may also transfer funds between checking, savings and money market accounts.\*

\*some restrictions may apply.

## **I completed a telephone transfer between two Chelsea Groton accounts and it is not showing up online?**

Call our Customer Care Center at 860-448-4200 for assistance.

## **What hours is Online Banking available?**

Online Banking is generally available 24 hours a day, 7 days a week except for occasional system maintenance.

## **What Internet browsers should I use to access Online Banking?**

For optimal performance when connecting with us, we recommend you use Microsoft® Internet Explorer 10.0 or above, Firefox 3.6 or above, Google Chrome, or Safari 4.0 or above (for Mac).

## **How do I switch to eStatements?**

To register for eStatements you must have active Chelsea Groton online banking. Once you are logged into online banking, follow these steps:

- Go to Quick Links, click e-documents in the menu, top right
- Follow the system prompts

Contact the Customer Care Center 860-448-4200 with questions.

## **What are Account Alerts and how do I receive them?**

Account Alerts provide timely information about your account to your e-mail or mobile device, so you can manage your accounts more effectively, help prevent fees, and monitor for irregular activity.

Account Alerts are available for Current Balance, High Balance, Low Balance, Deposits, and Withdrawals. Text message or data fees may apply.

## **How do I apply for a Loan?**

You may [apply](#) online or speak directly with a loan officer by calling 860-448-4174 or visit any of our full service [branches](#).

## **In general, when will my deposit be credited to my account?**

Generally in-person or mail deposits are made available the next business day however there are special circumstances in which we may decide to hold your deposit for a longer period of time. If we do so, a notice will be provided to you. ATM funds may have a longer holding period; please call if you have questions 860-448-4200.

### **Where can I find a list of fees that may be charged to my account?**

View our [Schedule of Charges](#) or speak with a Customer Care Specialist at 1-860-448-4200.

### **How do I request deposit slips, envelopes and check book registers?**

Please call our Customer Care Center at 860-448-4200 or visit one of our [branches](#).

### **How do I activate my Visa® Debit Card or ATM card? How do I find out my PIN?**

To activate your Visa® Debit Card, call 860-448-8268, visit a Chelsea Groton Bank [ATM](#), or complete another PIN based transaction. You must have a PIN already established to activate by phone or ATM. If you don't have a PIN, please visit one of our [branches](#) or contact customer care at 860-448-4200.

### **My Visa® Debit Card or ATM card will expire soon. When will my new card be sent to me?**

Debit cards are valid thru the last day of the expiration month. Replacement debit cards are mailed by the middle of the expiration month. Cards are mailed directly to the cardholder.

### **What is my daily transaction limits using my Chelsea Groton Visa® Debit Card?**

The daily (we define as a 24 hour period beginning at 6 pm and ending at 6 pm) ATM withdrawal limit on your Chelsea Groton Visa® Debit Card is \$300. Your daily purchase limit is \$1000.

### **How can I raise my daily purchase limit on my Chelsea Groton Visa® Debit Card?**

Temporary changes to your daily purchase and withdrawal limit must be requested in advance to our Customer Care Center by calling 860-448-4200 or sending a letter of request to Chelsea Groton Customer Care Center, 904 Poquonnock Road, Groton, CT 06340. Accounts must be in good standing, other terms and conditions may apply.

### **How can I find out if there is an early closing or a late opening in case of a snow storm?**

Any delayed opening or closing will be posted on our website and will also be made available to local media outlets. You will also be notified by email if you have signed up for our Mutual Matters e-newsletter.

### **I'm traveling out of the country. Who should I contact so the bank is aware of my plans?**

Please call our Customer Care Center at 860-448-4200, you may also send us a secure email through your online banking.

### **What do I do if an unauthorized check or payment cleared my account?**

Contact our Customer Care Center at 860-448-4200 immediately for assistance. Depending on the situation you may be asked to go to one of our [branches](#) to close the account to prevent future losses.

**What do I do if I received a check that I was not expecting or am unsure if the check is legitimate?**

Before depositing or cashing the check, discuss your concerns with the teller. CGB will do our best to verify the validity of the check. Keep in mind that you are the in the best position to know who and where the check came from and that you are ultimately responsible for any checks that are returned unpaid.

**What do I do if I suspect I've been the victim of Identity Theft or my personal information has been compromised?**

Contact our Customer Care Center at 860-448-4200 or visit your local CGB [branch](#) immediately. Our staff will help you determine what action to take. This may include closing your existing accounts and opening new ones or placing a fraud alert on your credit report.

**I received a call from Fraud Watch regarding my Visa® Debit Card. Who are they?**

**Fraud Watch** monitors debit card transactions on behalf of Chelsea Groton Bank. If they flag a transaction as suspicious, they will put a temporary block on the card while attempting to reach you. They can be reached at 866-842-5208 (24/7). When in doubt, please contact our Customer Care Center 860-448-4200.

If your card is lost or stolen, contact (24/7)

Domestic: 1-800-264-5578

International: 1-701-461-0621

## Frequently Asked Questions - Existing Loans

### **Construction Disbursement - How does a construction disbursement work?**

Construction mortgages work similarly to a line of credit. At closing you may be disbursed a certain amount for the land and any work you completed prior to closing. After closing you will call the construction desk at 860-448-4114 to schedule an inspection. Upon receiving your call, the Bank Inspector will go out to look at the work that is completed and then report back to the bank. Then the bank will disburse additional funds based on the percentage of work completed.

### **Construction Pro-Rated Bill - I received a pro-rated bill from the Town. Who is going to pay this?**

Pro-rated bills are usually generated by the town after your construction is completed and you have received your Certificate of Occupancy. These bills are usually your responsibility, and it is always recommended that the customer use any surplus escrow that was returned to them after Escrow Analysis towards that payment. Call 860-448-4135 with specific questions.

### **Flood Insurance:**

#### **If I escrow for property taxes do I have to escrow for Flood Insurance?**

Yes. If you escrow for your property taxes and you are required to have flood insurance, we also must escrow for your flood insurance.

#### **Why does the Bank require flood?**

The bank is required, by Federal Law, to ensure the purchase and ongoing monitoring of flood insurance on properties (on which we hold a mortgage/loan secured by a building) that are located within a Special Flood Hazard Area (SFHA).

### **Homeowner's Insurance:**

#### **How should Chelsea be listed as Lien Holder on Insurance?**

Chelsea Groton Bank and/or Its Successors and Assigns, ATIMA, 1 Franklin Square, Norwich, CT 06360-0151.

#### **What loans need to have Chelsea Groton Bank listed as Lien Holder?**

Automobile, Boat, Homeowners (Mortgage, Home Equity and Home Equity Lines), Condo (Mortgage, Home Equity and Home Equity Lines), Flood (Mortgage, Home Equity and Home Equity Lines), Mobile Home, Motorcycle, Recreational Vehicle.

## **Home Equity Lines of Credit:**

### **What is the different between the 2% product and the Interest Only product?**

The 2% product requires a principal reduction each month of 2% of the outstanding note balance or a minimum payment of \$100.00 dollars. With the Interest only product, you are only required to pay a monthly interest payment for 9 years and 8 months and then your draw period ends and you make principal and interest payments. You are allowed to make additional principal payments, at any time, for both loan types.

### **How can I access my Line of Credit?**

With special checks that are issued at the time of closing. The checks can also be cashed at any [branch](#). The minimum amount of the check has to be at least \$500.00. It is highly recommended that you make the HELOC check out to yourself and deposit it in to your regular checking account because we cannot stop payment on the check if it gets lost or stolen.

### **How do I order more checks?**

They can be ordered by calling the Consumer Loan Department at 860-448-4143.

### **What do I do if I want to close out my loan from future borrowing?**

Please put in writing that you would like to close your account. We will need the unused checks returned at the time that the loan is closed.

### **Can I pay my loan to a zero balance and leave it open?**

Yes, this is called a pay down. At any time during your term you may pay down your balance to zero and leave it open for future use.

### **When could I be assessed a late charge on my account?**

The late charge will be assessed on the 25th of every month. The fee is equal to 5% of the total payment due with a minimum late charge of \$25.00.

## **Loan Payoffs:**

### **What is the difference between the principal balance & the payoff balance?**

The principal balance or note balance is the original amount borrowed minus the principal portion of your regular payments and any payments made directly to principal. The payoff amount includes the current principal balance, interest due through the expected payoff date, any late charges due (or that will be assessed by the expected payoff date), any escrow funds that may be due, or any prepayment penalties that may apply.

## **How do I obtain a payoff on my loan?**

Chelsea Groton Bank will quote payoffs over the telephone to any owner of the account after verifying identification. Any other payoff quotes (to attorneys, other banks, or dealerships) will be processed upon receipt of your signature on a general authorization, or with your verbal okay. Once requested they are faxed to the requesting party within 24 hours.

## **Where do I go to pay off my loan?**

You may go to any Chelsea Groton [branch](#) to pay off your loan or via mail at Chelsea Groton Bank, Attn: Loan Servicing, 904 Poquonnock Road 2nd Floor, Groton, CT 06340. This address is also acceptable if you want to overnight the payoff to us.

## **Releases:**

### **A lien is still showing up on my property. How do I get it released?**

Usually you find out about an old lien when you go to sell your property or refinance your property. To get the lien released we will need a copy of the title rundown (our mortgagee info, the date the loan was open, the original amount, and the borrower information exactly as listed on land records) on your property. This information is needed to prepare a release of mortgage. A duplicate release fee is required. The closing attorney's office or the other bank you are refinancing with should have the above information. If they do not, it can be obtained from the town in which your property is located.

### **The DMV shows Chelsea Groton is still listed as lien holder on my title, but my loan is paid off. How do I remove Chelsea Groton as lien holder on my title?**

You will need to provide us with your VIN number, the year, make, and model of your vehicle. To research whether the loan is paid off or not, it would be helpful if you have the loan number. After obtaining the above information, we will issue a Satisfaction of Lien Letter which can be taken to the DMV to have the lien released.

## **Private Mortgage Insurance (PMI):**

### **What is Private Mortgage Insurance?**

PMI (Private Mortgage Insurance) protects the lender in case the borrower stops making payments. By having PMI it allows people to purchase a home without having the traditional 20% down or refinance without having 20% equity.

### **Why do I have PMI?**

When you purchased or refinanced your home, you did not have 20% to put down on the house.

### **When can I cancel PMI? How can I cancel?**

You should refer to your documents which outline your rights to request cancellation, or to obtain the date of automatic termination. For specific questions call the Loan Servicing Department at 860-448-4114.

### **1098 Statement: Why did I receive a 1098 statement?**

This is an IRS form that shows how much the customer has paid to the Bank in Interest. In order to have a form generate there has to be a minimum of \$600.00 interest paid. We send this statement out on all loans secured by Real Estate and some boats (must have a galley and a head). The IRS code requires that they are sent out by January 31st.

### **Automatic Payments:**

#### **My mortgage payment changed and automatically comes out of my Chelsea Groton account. Do I need to change anything?**

If the automatic payment was set up by the bank and not via online banking then you do not need to update the amount. If the automatic payment is set up via online bank or through another financial institution then you will need to change the transfer amount to the new payment.

#### **I have automatic payment, why do I receive a Loan Payment Notice?**

Effective January 2014 federal regulation known as the Dodd-Frank Wall Street Reform and Consumer Protection Act made it a requirement to provide customers with regular periodic statements a/k/a Loan Payment Notices. Unfortunately, you are unable to opt out of receiving a loan payment notice.