WHY DO WE ASK?

We're Here to Protect You and Your Money

When you open an account, complete certain transactions, or send a wire transfer, you may notice that we ask questions about your identity, the purpose of your account or transaction, and sometimes the source or destination of your funds.

There's a reason for these questions.

Banks are required by Federal law to have procedures in place to help prevent financial crimes such as money laundering, fraud, terrorist financing, and other illegal activity.

These requirements are commonly referred to as **Bank Secrecy Act (BSA)** and **Anti-Money Laundering (AML)** requirements.

As part of these requirements, we may need to:

- Verify your identity.
- Understand the purpose of your account.
- Understand how you expect to use your account.
- Ask about the source or expected activity of funds in certain situations.
- Obtain information about businesses and their owners.
- Ask additional questions when activity is unusual or different from what we normally expect.

What about wire transfers?

Wire transfers move money quickly and, once sent, may be difficult or impossible to reverse. Because of this, we may ask additional questions before processing a wire transfer.

Depending on the transaction, we may ask:

- Who is receiving the funds?
- What is the purpose of the wire?
- What is your relationship to the recipient?
- Where did the funds come from?
- Where are the funds going?
- Additional questions or information needed to verify the transaction.

SENDING A WIRE? TAKE A MOMENT TO STOP THINK VERIFY

Before sending a wire, make sure you know who you are sending money to and why.

If someone contacted you and instructed you to send a wire—especially if they are pressuring you to act quickly, telling you to keep the transaction secret, or claiming you must send money to protect an account or avoid a problem—please tell us before sending the wire.

Thank you!

We understand that some of these questions may feel personal or inconvenient. Our goal isn't to make banking more difficult. These questions help us meet our legal responsibilities, protect your account, and help keep our customers and community safe.

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