



## Frequently Asked Questions

### ATM Card

#### **What is the first thing I should do after receiving my Wells Bank ATM Card?**

You must first activate your card by using it at a Wells Bank ATM with the PIN that is included with the card.

#### **What do I do if I forget my PIN?**

If you forget your PIN then you will have to get a new ATM card. We cannot retrieve your PIN and we cannot reset your PIN so it is important for you to remember this number.

#### **Are there any FREE ATMS for use?**

Log on to [www.wells.bank](http://www.wells.bank) and you will find the Ultra ATM Locator and the Shazam Locator. By clicking on either one of these icons you will then be able to type in an address and find FREE ATMs in your area. We will not charge you if you use these ATMs, however, the financial institution where the ATM is located might have a service charge.

#### **What if my Wells Bank ATM Card is lost or stolen?**

Call Wells Bank immediately at 816-858-2121. You will then be able to get a new ATM card at your convenience at any of our locations.

#### **Is there a limit when using my Wells Bank ATM Card?**

Your daily ATM withdrawal limit is \$500. NOTE: If you have a savings account, you are allowed six withdrawals per quarter. If you withdraw money more than six times then the charge is \$.50 per transaction. There is not a limit on the number of times you can withdraw money on a checking account.

**Please remember to enter all transactions into your registry! Having an ATM Card does not reduce the importance of balancing your account.**