

Eagle Access 24-hour Telephone Banking

Toll free 877.387.4940

Online Banking Bill Pay and Purchase Rewards

at bankeagle.com

Branch/ATM locations:

Boston

389 Hanover Street

Lexington

1768 Massachusetts Avenue

Everett

299 Ferry Street

350 Broadway

Middleton

104 S. Main Street



EAGLE BANK

Convenience



All you need to know about your Eagle Bank debit card.



EAGLE BANK

800.BANK.EAGLE

bankeagle.com

Member FDIC/Member DIF





What you need to know about your new debit card.

New debit cards

Congratulations on the receipt of your new debit card. If your card was instantly issued at a branch, you have selected your PIN and your card is active and ready for use.

If this is a new card (lost, compromised or stolen) you received in the mail, you need to activate it prior to use with the new PIN which will be mailed to you separately.

If this is a re-issued card you received in the mail, you need to activate it with the same PIN as your expiring debit card prior to use.

How do I activate my new or re-issued debit card?

Please call 877.387.4940 and select option 2. Our 24-hour Eagle Access telephone banking system will walk you through the card activation process.

What if I know my PIN & want to change it?

If you have an instant issue card, you can change your PIN at any Eagle Bank ATM or branch location.

If you received your card in the mail, you can change your PIN at any Eagle Bank ATM or for faster service, visit a branch location to obtain an instant issue debit card*.

What if I can't remember my PIN?

For faster service, visit any branch location to have your PIN reset or to obtain an instant issue debit card*. Otherwise, call 617.387.5110, select option 2 and a new PIN will be mailed to you.

Where can I use my debit card?

You can use your new debit card anywhere Mastercard® is accepted. In addition, you can use it at thousands of ATMs displaying NYCE® or Cirrus® network logos. As a member of the SUM® network, Eagle Bank debit card customers have access to many ATMs without paying a surcharge.†

Fees may apply when using a non-Eagle Bank ATM. For more information, including the Bank's ATM/debit card replacement fee, please refer to our Deposit Account Fee Schedule.

What is the daily limit on my debit card?

There is a \$500 daily limit for cash withdrawals and a \$1,000 daily limit on debit card purchases. To request a temporary daily limit increase, please call Customer Care at 617.387.5110, select option 2, or visit any one of our branch locations. To apply for a permanent daily limit increase, please visit any one of our branch locations.

What about fees?

There are no fees when you make purchases with your Eagle Bank debit card; however, other charges may be imposed in connection with ATM/POS usage if a specific product's monthly per debit limits are exceeded.

What accounts do I have access to with my debit card?

For ATM use, you have access to the Checking, NOW, Statement Savings and Money Market accounts you designated on your application. Eagle Bank debit card purchases will be withdrawn only from your Eagle Bank primary Checking/NOW account.

Can joint account owners each have their own Eagle Bank debit card?

Yes, so long as each person qualifies, fills out and signs an application.

What about fraud protection?

Your debit card comes with Mastercard® Zero Liability Protection. In addition, you get 24/7 Fraud Monitoring. Please visit us online at bankeagle.com for more information.

What should I do if my card is lost, compromised, stolen or damaged?

For faster service, stop by any one of our branch locations to obtain your new instant issue debit card. Otherwise, please call our 24-hour Eagle Access line at 877.387.4940, select option 2 and a new card will be mailed to you (PINs are mailed separately).

Remember, do not write your PIN on your card or share it with anyone. If you think your PIN has been compromised, contact us immediately.

Are there any other features?

Your Eagle Bank debit card comes free with Purchase Rewards. Earn rewards for purchasing merchandise, services and travel and receive targeted offers based on how you shop. The more you use your card, the more offers you'll receive. There are no limits on the rewards you can earn.

For more information, please visit us on the web at bankeagle.com or any branch location.