



We look forward in continuing our efforts to provide our valued clients with essential banking services in both our branch drive-thru and lobbies. Although, we are reopening our branch lobbies, we want you to know that we will continue to extend drive-thru services. We strongly encourage the use of our drive-thru as well as various alternate ways to conduct banking, as we anticipate the potential for increased lobby wait times due to our additional safety precautions.

Below you will find questions regarding everyday banking and what you can expect when visiting a branch lobby.

- **How do I open a personal or a business account:**

- There are a few different ways to open a new account:
 - New personal banking clients may open a new account by visiting our [website](#) to start a new account application. Accounts available to open online are:
 - Signature Money Market
 - Statement Savings
 - Infinity Cash
 - Infinity Cash Back
 - Infinity Saver
 - Existing personal banking clients may open a new account directly within our online or mobile banking applications using your sign in credentials.
 - All clients (personal and business) may inquire about opening a new account by sending an email to info@manasquan.bank, or by setting an appointment with your local branch, visit us via curbside, drive-thru or lobby.

- **How do I make a deposit, cash a check and withdraw money from an account:**

- You may make a check deposit by using our [Mobile Banking App](#). Our ATM, drive-thru, & lobby services accept both check and cash deposits. The night drop is for commercial clients only.
- You may cash a check by visiting our drive-thru or lobby.
- Cash withdrawals can be performed at any ATM (including non-Manasquan Bank ATMs) or by visiting our drive-thru or lobby.

- **How can I learn more about your digital banking services:**

- You may schedule an appointment to talk with a Digital Expert by clicking [here](#).

- **How do I purchase a Bank Check:**

- You may purchase a bank check by visiting our drive-thru or lobby.

- **How do I obtain a Notary/Signature Guarantee service:**

- You may request a notary or signature guarantee service by visiting our drive-thru, lobby or by setting an appointment with your local branch.

- **How I do I obtain a coin or cash exchange order:**



- Coin orders may be called in ahead of time for faster service. Clients can come through drive-thru with cash to process the exchange and then come to the front door to pick up coin order or may use the lobby.
- **Who can access the Coin Machine:**
 - At this time, access to the coin machine is unavailable.
- **How can I access my Safe Deposit Box:**
 - Please call ahead for easy access. You may locate branch telephone numbers by clicking [here](#).
- **How do I obtain a new MasterCard or ATM card:**
 - You may request a new MasterCard debit card or ATM by contacting your local branch or by visiting our drive-thru or lobby.
 - If your card is lost or stolen, please call [1-844-626-2265](tel:1-844-626-2265) during regular business hours and [1-800-554-8969](tel:1-800-554-8969) for after business hours. You may also disable your debit card with Card Controls in our mobile banking app.
- **I have a large cash deposit, what should I do:**
 - A commercial client with a large cash deposit(s) can use the night drop or may drop it off at your local branch. Please note a subject to count agreement must be on file.
- **How do I order new checks:**
 - You may order checks by contacting a local branch or by visiting our drive-thru or lobby.
 - You may also mail your reorder form to PO Box E, Manasquan, NJ 08736.
- **How do I change my mailing address:**
 - You may change your mailing address by contacting a local branch or by visiting our drive-thru or lobby.
- **How do I initiate a wire transfer:**
 - You may initiative a wire transfer by contacting a local branch or by visiting our drive-thru or lobby.
- **How do I apply for a Residential Loan or Home Equity Loan:**
 - You may apply for a Residential Loan or Home Equity Loan by visiting our [website](#) via online application. You may contact your local branch to assist you over the phone with your application or visit our lobby.
- **How do I make a loan payment:**
 - You may make a loan payment directly on our website by clicking [here](#).
- **How do I apply for a Commercial Loan:**



- Please visit our [website](#) to consult with a Commercial Lender to learn more.
- **How can I obtain information regarding the Paycheck Protection Program (PPP) and loan forgiveness:**
 - We've partnered with Kabbage to help you access critical funds through SBA's Paycheck Protection Program. Click [here](#) to apply online for the relief funds for your business needs.
 - Loan forgiveness information can be found [here](#).
- **What safety precautions are you implementing to protect clients and employees:**
 - As per the guidance from local and state government officials and industry best practices:
 - All persons entering or working in a branch location must wear an acceptable face covering.
 - Up to three clients will be allowed to be in the lobby at any given time.
 - Social distancing signage will be posted and enforced.
 - We will continue to sanitize and disinfect branch locations and corporate offices throughout the day with full sanitization at the end of each day.
 - If a client is not feeling well, we ask that they not visit our lobbies and instead continue to utilize our digital tools or drive-thru services.