

## General FAQs

- **Can I access all of my transactions at any time?**

Yes, you can access your transactions 24-hours a day, 7-days a week on Digital Banking.

- **Are Sterling Bank deposit accounts FDIC insured?**

“Yes-Each depositor is insured to at least \$250,000 and deposits held in different categories of legal ownership at the same bank can be separately insured making it possible to have deposits of more than \$250,000 at the bank and still be fully insured. For more information, please contact the Bank at [info@sterlingbank.ws](mailto:info@sterlingbank.ws) or call us at [\(715\) 537-3141](tel:(715)537-3141), or visit [FDIC.gov](http://FDIC.gov) to use the online FDIC Insurance Estimator.

- **How do I set up Direct Deposit of my payroll check?**

If your employer participates in a direct deposit program, simply provide Sterling Bank's routing and transit number along with your account number to the human resources or payroll department at your company. They may request a copy of a voided check or deposit ticket to confirm this information.

- **Can I get information about my accounts by phone?**

Yes, information on any of your accounts is available through Telephone Banking by calling us at [\(800\) 698-9783](tel:(800)698-9783).