



COVID-19 Frequently Asked Questions (FAQs)

Are your branches open?

We're here to continue serving you and to support Illinois' Stay at Home Order. As a result, we have made changes to our branch availability. Banks are considered a business that provides an "essential function" under the Stay at Home Order. We're keeping many of our branches open **by appointment only** for in-person transactions, some branches are open with **Drive-Thru** access only, and others will be temporarily closed. Please review the Branch Update list on our website at bylinebank.com/covid19.

Are your Night Deposit Boxes open?

Yes, you may use the Night Deposit Boxes at branches that are open by appointment only, or with Drive-Thru service. Please review the Branch Update list on our website at bylinebank.com/covid19.

How can I access my Safe deposit box if my branch is closed?

Please call your branch location for an appointment. All locations and direct branch numbers can be found at bylinebank.com/locator. If you have questions we'll be happy to confirm available locations.

Will I still be able to use your ATMs?

Yes, there have been no changes to our ATM network. Please visit our ATM locator at bylinebank.com/locator to find your nearest ATM.

Can I make deposits at one of your ATMs?

Byline customers can make deposits at all Byline Bank ATMs. Through our partnership with Allpoint, our customers can also get cash from more than 55,000 ATMs, nationwide. Please visit our ATM locator at bylinebank.com/locator to find your nearest ATM.

How will I make loan payments?

Loan payments will be processed as they always have. However if you plan to use the night deposit box to drop off loan payments, please use the night deposit boxes at open branches or drive-thru branches. You may find the Branch Update list on our website at bylinebank.com/covid19.

Who do I call if I have questions about my loan with Byline?

We've compiled a helpful page to help you find the right team and person to help with your question. Please click here for more information.

If don't want to go to a branch, what can I do?

You can always access our banking capabilities, 24/7, through our Online Banking & Mobile App, which allows you to:

- View account balances, account history and transaction details
- Transfer funds between accounts
- Pay bills



- Make person to person payments
- Deposit checks
- Locate ATMs and bank branches

You may also call us at (773) 244-7000 to speak to a customer solutions representative, or utilize 24/7 TeleBanker capabilities.

How will Customers be informed of changes?

We'll update customers through a number of communications, including:

- Customer email. If you have updated your email , or not provided it in the past, please contact us at (773)244-7000.
- Branch signage posted to the doors of the branch
- Website - bylinebank.com/covid19
- Social Media - Facebook, Twitter, Instagram and LinkedIn. Please visit bylinebank.com for the most up to date information and news released on bank activities.