



**Desert  
Community  
Bank**

## ***Customer Questions & Answers***

**Q. Will the Bank's name change?**

**A.** *At this time the only visible change will be the addition of "A Division of East West Bank" to the Desert Community Bank name and logo.*

**Q. Will any of the Desert Community Bank branches be closed or consolidated?**

**A.** *No. All of the branches will be retained and will continue their normal operations.*

**Q. Will the business hours be changed?**

**A.** No – Business hours will remain unchanged.

**Q. May I continue to use my Desert Community Bank checks?**

**A.** Absolutely. You may continue to use your current check stock until it is depleted. For reorders, the only change you will experience is the addition of the new logo (just as it is shown above).

**Q. Will my account number change?**

**A.** *No. Your account number will remain the same.*



# **Desert Community Bank**

**Q. Whom should I call if I have additional questions? Desert Community Bank or East West Bank?**

**A.** *You may continue to call Desert Community's Customer Service Center at (800) 464-0850. You are also welcome to call East West's Customer Service Center at (888) 895-5650.*

**Q. May I conduct account transactions at East West Bank branches, i.e. make deposits or withdrawals?**

**A.** *Yes, you may conduct any transaction at East West that you would ordinarily conduct at Desert Community Bank. We are now one combined financial institution. We trust that you will find our expanded network and services a convenience.*

**Q. Will I be charged an ATM surcharge when using an East West Bank ATM machine?**

**A.** *No, customers will not be charged an ATM surcharge when using an East West Bank ATM machine. East West ATM's are now an extension of the DCB's ATM network.*