



NOTICE

The Defense Department (DoD) and the Military Services provide DoD Community Bank to ensure that military members and their families deployed overseas have ready access to financial products and services. Navy Federal Credit Union has been selected by the DoD to assume operation of DoD Community Bank.

While bank customers may notice superficial changes related to this transition in the coming months, the products and services you are accustomed to will continue uninterrupted. There is no immediate action needed on your part as a customer, and more information will be provided in the coming months as the transition progresses.

We are dedicated to providing a seamless customer experience throughout this transition.

Thank you for allowing us the privilege of serving you!

Frequently Asked Questions:

This document will be updated periodically as more information becomes available.

Updated on 02 February 2024

1. Will I receive a new Debit/ATM card?

Customers will not receive a new debit card. A small subset of customers with ATM cards will receive a new ATM card. These customers will receive written notice prior to this occurring.

Updated on 11 January 2024

CUSTOMER ACCOUNT/OPERATING QUESTIONS:

1. Will my Community Bank account number change?

No, your Community Bank account number will not change.

2. Will the Community Bank routing number on my checks change?

No, your Community Bank routing numbers on your checks will not change.

3. Will I have to set up my Euro bill payments again?

No, you will not need to reestablish existing Euro bill payments.

4. Will I have to set up my recurring debit card transactions again?

No, you will not need to reestablish existing recurring debit card transactions.

5. Will ATM fees be waived for NFCU clients using a Community Bank ATM?

Community Bank does not currently charge those using cards from other financial institutions when they use those cards at Community Bank ATMs; those users' financial institutions may assess a charge, however.

If you use a non-Community Bank card at Community Bank ATMs, please see your card issuing financial institution's Schedule of Fees to determine if you will be charged a fee.

6. Will I have to set up my ACH recurring debits and credits again?

No, you will not need to reestablish existing recurring Automated Clearing House (ACH) debits and credits.

LOAN QUESTIONS:

1. Will I need to pay off my existing Community Bank loan(s) prior to the new contractor coming on board on April 1, 2024?

No, you will not need to pay off existing Community Bank loans earlier than usual due to the transition. The terms and conditions of your loan will not change.

2. Will my Community Bank loan account number change?

No, your Community Bank loan account number will not change.

3. I have a Community Bank unsecured installment loan. Will anything change concerning that loan account?

No, there will not be any changes to your unsecured installment loan. The terms and conditions of your loan will not change.

4. Will the current lienholder information need to be changed on my existing title documents?

No, you will not need to update existing title documents. Once your loan is paid in full, Community Bank will issue an appropriate “release of lien” letter that is acceptable to all Department of Motor Vehicle offices.

5. Will I be able to access my Community Bank loan account at any Navy Federal Credit Union location?

You will not be able to access your Community Bank accounts at Navy Federal Credit Union locations. Community Bank and Navy Federal Credit Union are independent of one another. While Navy Federal Credit Union has been selected to manage the Overseas Military Banking Program, these institutions will remain as separate entities.

6. Can I make payments or get information about a Navy Federal Credit Union loan account at a Community Bank banking center or vice versa?

You will not be able to access your Navy Federal Credit Union accounts at Community Bank locations. Community Bank and Navy Federal Credit Union are independent of one another. While Navy Federal Credit Union has been selected to manage the Overseas Military Banking Program, these institutions will remain as separate entities.

7. How do I apply for a new Community Bank loan?

The loan application process remains unchanged. You can apply for a loan by visiting a Community Bank banking center in person or submitting an online loan application via the DOD Community Bank website: www.dodcommunitybank.com.

8. Who do I contact if I have a question about my loan?

Customer service options remain unchanged. You can contact your local Community Bank banking center during their normal business hours. If after hours, the Customer Service Department in San Antonio, TX can be reached at (1-800-239-9427) Monday-Friday from 0800-1800 US Central Time.

Updated on 25 September 2023

1. When does this change happen?

The effort to transition the contract has already begun and is expected to take several months to complete.

Navy Federal Credit Union is expected to assume operation of DoD Community Bank in the Spring of 2024. Additional information will be provided in the coming months as the transition progresses.

2. What is the Overseas Military Banking Program?

The Overseas Military Banking Program provides banking and financial services through the operation of Community Bank in ten countries overseas. Community Bank is provided by the Military Services through a contract between a U.S. commercial financial institution and the Defense Department.

The Defense Finance and Accounting Service, in coordination with the Military Service banking representatives, are responsible for oversight of Community Bank. The Program offers traditional banking services and country-specific banking services to help make banking easier while personnel serve overseas. Visit dodcommunitybank.com to learn more.

3. Am I able to open an account with Community Bank?

Please reach out to your local Community Bank to determine if you are eligible to open an account.

4. Are customers still able to open new accounts with Community Bank?

Community Bank accounts will continue to be opened throughout this transition for eligible customers.

5. I already have an account with Navy Federal Credit Union. Can I get service for my Navy Federal Credit Union account at Community Bank?

Your account with Navy Federal Credit Union cannot be serviced by associates at Community Bank. Community Bank and Navy Federal Credit Union are independent of one another.

While Navy Federal Credit Union has been selected to operate the Overseas Military Banking Program, these institutions will remain as separate entities.

6. I have an account with Community Bank. Can I get service for my Community Bank account at Navy Federal Credit Union?

Your account with Community Bank cannot be serviced by associates at Navy Federal Credit Union. Community Bank and Navy Federal Credit Union are independent of one another.

While Navy Federal Credit Union has been selected to operate the Overseas Military Banking Program, these institutions will remain as separate entities.

7. Will my Community Bank account be transferred to Navy Federal Credit Union?

Your Community Bank account will not be transferred to Navy Federal Credit Union. While Navy Federal Credit Union has been selected to operate the Overseas Military Banking Program, DoD Community Bank will remain separate from Navy Federal Credit Union. These institutions will remain as separate entities, including on installations where both institutions operate.