

Why We Ask So Many Questions



We promise we aren't being nosey! The questions we ask when you open an account or complete a transaction are required by law and designed to protect you.

What is “Know Your Customer”?

Banks and credit unions follow federal guidelines known as Know Your Customer (KYC) standards. These rules help financial institutions confirm identities, understand account activity, and spot anything unusual that could signal fraud.

Why It Matters for You

By asking for certain details, we can:

- Verify your identity to make sure it's really you.
- Protect your account from suspicious activity.
- Prevent crimes like money laundering and identity theft.
- Ensure accurate records for smoother service.

Your Financial Security Checklist

Think of KYC as a built-in security checklist. Just like locking your doors or setting a password, answering these questions is another way to protect your financial well-being.

So the next time we ask you a few extra questions, remember—it's not about being nosey. It's about keeping you and your money safe.