



Washington Federal Bank For Savings Chicago, IL

The following list of responses to frequently asked questions may assist you in understanding what is happening at Washington Federal Bank for Savings.

On Friday, December 15, 2017, Washington Federal Bank for Savings, Chicago, IL, was closed by the Office of the Comptroller of the Currency. The Federal Deposit Insurance Corporation (FDIC) was then appointed Receiver. Subsequent to the closure, Royal Savings Bank, Chicago, IL, acquired the insured deposits and certain assets of Washington Federal Bank for Savings from the FDIC as Receiver. *All shares of stock were owned by the holding company, which was not involved in this transaction.*

YOUR INSURED DEPOSITS ARE SAFE! No one lost any insured money on deposit as a result of the closure of this bank. The insured balance in your deposit account(s) was transferred to Royal Savings Bank.

If you had more than \$250,000 in your account(s), or if the total of your related accounts exceeds \$250,000, your accounts may require review by an FDIC Claims Agent. Please contact the FDIC Call Center at 1-877-367-2718 to schedule an appointment with an FDIC Claims Agent.

If the total of your related deposit accounts DOES NOT exceed \$250,000, you do not need an appointment with the FDIC.

ACCESS TO YOUR MONEY: You may continue to use your same checks and ATM/Debit cards, and they will clear up to the insured balance in your account. The total insured balance in your account(s), including checking, savings, money markets, non-brokered Certificates of Deposit, and retirement accounts, has been transferred to Royal Savings Bank and will be available for transactions during regular business hours at the former bank branches.

DIRECT DEPOSITS: All direct deposits, including social security checks, payroll, benefits, or any payment you receive electronically will continue as usual.

AUTOPAYMENTS/BILL PAY/ONLINE BANKING: These services will be available in read-only mode over the weekend and will operate as usual on Monday, December 18, 2017. Your routing number and account number will remain the same until you are notified in writing by Royal Savings Bank.

INTEREST RATES: Interest on deposits accrued through close of business on December 15, 2017, will be paid at your same rate, up to the insured amount. Washington Federal Bank for Savings' rates will be reviewed by Royal Savings Bank and may be lowered; however, you will be notified in writing of any changes. You may withdraw funds from any transferred account that is not on hold, regardless of whether your interest rate changes, without an early withdrawal penalty until you enter into a new deposit agreement with Royal Savings Bank. This may be done by renewing your deposit or making a deposit to, or a withdrawal from, your account.

Please note: If you withdraw funds from retirement accounts, there may be tax implications to consider. The waiver of early withdrawal penalties on CDs does not include tax penalties imposed by the IRS on retirement accounts. Please review IRS Publication 590-A and 590-B for information or go to www.irs.gov.

BROKERED DEPOSITS: Brokered deposits will be held, and the insured funds will be paid directly by the FDIC. If you are a customer who has a deposit through a broker, you must contact your broker with any questions. Please note: Insured deposits placed via the Internet through a listing service such as QwickRate were passed to Royal Savings Bank.

TAX REPORTING – 1098 AND/OR 1099: Royal Savings Bank will be responsible for mailing your 1099 tax information. Your 1098 reporting will be done by the FDIC or the servicer of your loan. You will be notified of any changes in ownership or servicing of your loan.

SAFE DEPOSIT BOXES: You may continue to access your safe deposit box during normal business hours. Any changes will be communicated by Royal Savings Bank.

OVERDRAFT PROTECTION PLANS: These plans have been transferred to Royal Savings Bank. Please contact Royal Savings Bank if you have additional questions regarding your accounts.

LOANS: You should continue to make your payments according to the terms of your written contract. You may continue to make your payments at the branch office or send them to the same payment address with checks made payable to Washington Federal Bank for Savings. You will receive a letter informing you of the owner of your loan. Please contact your loan officer with any questions.

ESCROW PAYMENTS: All escrow services previously performed will continue. Should you receive notification that any portion of your taxes or insurance was not paid, notify your loan officer immediately.

SHARES OF STOCK: All shares of stock were owned by the holding company, Washington Bancshares, Inc., Chicago, IL. The holding company was not included in the closing of the bank or the resulting receivership. **If you are a shareholder, please do not contact or file a claim with the receiver. You must contact the holding company directly for more information:**

Washington Bancshares, Inc.
2869 S. Archer Avenue
Chicago, IL 60608

CLAIMS: Please send claims to the following address:

FDIC as Receiver for Washington Federal Bank for Savings
1601 Bryan Street
Dallas, TX 75201-3430
ATTN: Claims Agent

Or by email at NonDepClaimsDal@fdic.gov

ACCOUNTS WITH BOTH BANKS – INSURANCE COVERAGE: If you have accounts in both Washington Federal Bank for Savings and Royal Savings Bank, they will be insured separately for at least six months following the merger of the banks. This will allow you time to restructure your accounts, if necessary. For assistance in calculating deposit FDIC deposit insurance, visit www.fdic.gov/edie.

ADDITIONAL QUESTIONS: Contact the FDIC Service Center at the following number:

1-877-367-2718

FDIC CALL CENTER HOURS OF OPERATION – ALL HOURS ARE CENTRAL TIME

Friday, December 15, 2017: 6:00p.m.- 9:00 p.m.
Saturday, December 16, 2017: 8:00 a.m. – 8:00 p.m.
Sunday, December 17, 2017: 8:00 a.m. – 6:00 p.m.
Monday, December 18, 2017: 8:00 a.m. – 8:00 p.m.
Thereafter: 8:00 a.m.- 6:00 p.m.

SCAMS: *Be watchful for, and resistant to, any scams to obtain personal information from you by individuals or entities stating that they are acting on behalf of either the failed bank, new bank, or the FDIC.*

Additional information: <https://www.fdic.gov/bank/individual/failed/wafedbank.html>.