



Frequently Asked Questions (FAQs)

Online Account Application

Q: How long will it take me to complete the application?

A: This will depend on how prepared you are with the information required to complete the application. On average, it should take about ten minutes. To avoid delays in completing the application, please have the following important information ready on the primary applicant and joint applicant (if applicable):

- Personal identifying information including address, date of birth, phone number, and Social Security number
- Identification, such as driver's license or state ID
- Existing bank account/routing numbers for online funding
- Co-applicant information and identification if applicable (please note that your co-applicant must be available to review the application, agree to the terms and conditions, and to answer security questions to confirm their identity)

Q: Why do you need my Social Security Number?

A: We ask for your Social Security number to help verify your identity. Also, if the account is interest bearing we use your Social Security number to report the interest earned on the account to the IRS.

Q: Why am I required to complete certain fields?

A: Some fields are required because it is information needed to complete the application and establish accounts with Wellesley Bank. Required fields are noted with a red asterisk symbol (*) next to each field.

Q: Is this online application secure?

A: Yes, Wellesley Bank uses encryption for online security. We maintain strict security standards and procedures to prevent unauthorized access to your information, including 128-bit encryption.

Q: Can I open more than one account at a time?

A: Yes. You can open multiple accounts at the same time. Simply click yes beside each account type you wish to open on the Product Selection page. Each account will be funded with a separate ACH transaction.

Q: How can I make my opening deposit?

A: You can make your opening deposit by transferring funds from another bank account you have in your name via ACH. You simply need your routing number and account number from your existing bank account.

Q: How do I go back to a previous page?

A: To go back to a previous page, click the **PREVIOUS** button at the bottom of the page. The Progress navigation menu on the left side of the screen will confirm the page you are on. **Please do NOT hit the back button on the web browser.**

Q: How do I move to the next page?

A: Most pages will have a **Continue** button located at the bottom of the page; click this button to go to the next page. In some cases, you may be presented with a Disclosure that will prompt you to accept or decline. If you click the **Decline** button, you will be advised that you cannot continue with the application unless the **Accept** button is clicked.

Q: If I have to step away from filling out the online application or there's a delay before I can return to it, how much time do I have before the session times out?

A: The period of inactivity is set at 10 minutes before the session times out. If the session times out, start a new application from the beginning. If you are unable to finish the new application process during your initial session, you can save the application to come back and complete within 30 days. To save the application, you must first complete the Personal Information page. Then simply click the link on the right side of the application that says *Save incomplete application*. You will be prompted to create a UserID, Password, and Security Questions which will allow you to return to the application at a later time.

Q: What if I accidentally close my browser or click the Quit This Application link?

A: The application cannot be re-accessed over the Internet. Start a new application from the beginning.

Q: Who do I contact if I need assistance with completing the online application?

A: Please contact us at (781) 489-4545 Monday through Friday, 8:00 a.m. to 4:00 a.m. or my email clientservices@wellesleybank.com and a member of our Client Services team will be happy to help.