



# ARTISANS' BANK

A HISTORY OF SERVICE - SINCE 1861



## JOIN ARTISANS' BANK ONLINE

YOUR DIGITAL SAFETY IS OUR PRIORITY

*What's in a name?*

*That which we call an online bank account by any other name would be just as secure.*

All joking aside, names hold significant power, even more than we sometimes realize. When we mention terms like “online enrollment” or “online bank account,” we can sense the apprehension and anxiety many people feel due to past experiences of scams, fraud, and a general sense of feeling unsafe while opening accounts online and using digital banking mechanisms.

At Artisans' Bank, we understand how important it is for you to feel secure when using our online services. A rigorous process is used to filter out fraudsters and verify our customer's identity. These capabilities also allow us to detect and prevent unauthorized use before it can harm our customers or us. When you open an online account with us, or bank online, you can be confident that we take your safety and privacy seriously.



Our proactive measures against fraud and scams reflect our commitment to protecting the funds and information of our customers. With a prior background in law enforcement, I understand the constant evolving nature of criminal activity. Our digital security vigilance and awareness at Artisans' Bank is for the benefit of our clients and to the impediment of those attempting fraud.”

*Michael Lawson, Vice President, Security & Loss Prevention*

Our company takes the protection of our customers' information very seriously. As part of our digital enrollment process, we conduct crosschecks to verify that the information provided by the customer is accurate. This could include verifying the customer's identity, address, and other personal details. In addition to these checks, some customers will also undergo a “manual review” process, where a real Artisans' Bank team member reviews and verifies their information. This is done to ensure that our due diligence process is as thorough as possible. During this process, our team may reach out to the customer directly to confirm any details that may need clarification.

It's important to note that we are conducting this additional manual review not because we suspect fraudulent activity on the part of the customer but because fraudsters are becoming increasingly sophisticated in their methods. We need to be extra careful to protect our customers' information. We understand that this process may take longer than some customers anticipate, but we believe it's a necessary step to ensure the safety and security of everyone's information.

Despite the ever-expanding digital landscape and our advancing capabilities, our commitment remains steadfast in serving the Delaware community and our closest neighbors. We take pride in being a part of this wonderful community and constantly seek ways to make it easier for you to bank with us. That's why we've made our online account opening process easy and straightforward. Whether you're a new or existing customer, you can open an account with us quickly and start experiencing the benefits of banking with Artisans' Bank.

Ready to open your new account? Follow the link <https://open.artisansbank.com>

### LEARN MORE

We are here (in person and online) to be your partner and advisor wherever life takes you, your business, and your family, no matter your financial goals.

Learn more about Artisans' Bank at [www.artisansbank.com](http://www.artisansbank.com)

Artisans' Bank: Member FDIC, Equal Housing Lender, Equal Opportunity Employer



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