



# Community Bank

## Newcomer Services Briefing

**CommunityBank**

Operated by **Bank of America** 



# Provided by the Military Services Exclusively for You

Country-specific and traditional banking products and services  
to help make banking easier while you serve overseas

Products, services, operating locations, fees, and charges are established by the Military Services via a contract between a U.S. commercial financial institution and the Department of Defense

The Defense Finance and Accounting Service, in coordination with the Military Service banking representatives, is responsible for oversight of Community Bank



# Personalized Service for Your Banking Needs Overseas



## Experience

- We understand the overseas military lifestyle and the unique banking needs that go with it
- We can help you address gaps in your stateside banking relationship which may help prevent local financial-related challenges



## Customer Service

- In-person at Community Bank locations
- 24/7 Automated Service
- Live Customer Service Representatives are available nearly 24/5
- Live Debit and ATM card assistance available 24/7



# Addressing Your Immediate Needs



## **Easy Access to Local Currency and U.S. Dollars**

- Banking Centers
- Dual Currency ATMs
  - 24/7 Availability
  - No International Service Fee
  - Service Charge Free
  - Most ATM Debit Cards Accepted



## **Pay Local\* and Stateside Bills**

- Recurring or one-time payment options
- We can help recommend the payment option right for you



# Addressing Your Ongoing Needs

- ✓ Online and Mobile Banking with Fraud Protection
- ✓ Competitive Loan Rates
- ✓ Chip-Enabled Debit Cards
- ✓ Checking and Savings Accounts
- ✓ Account Alerts
- ✓ Life Stages



# Community Bank Is Here To Help

Silvia McDonald, Banking Center Manager: +49(0)6117237160

- Building #1021, APO AE 09096
- Monday – Friday: 09:00 – 16:00
- Phone: CIV: +49 (0)611-7237160 DSN: 546-1897/1896
- ATM locations:
  - ATMs located on site, Darmstadt Dagger Complex Building #4381
  - Mainz-Kastel Building #4019, Mission Command Center (MCC) Building #1000
- DoDCommunityBank.com
- Request an appointment by using the [My Appointment](#) link on our website.



# Community Bank Is Here To Help

Suzana Lorenz, Banking Center Manager: +49 (0) 611977800

- Building #7850, APO AE 09096
- Monday – Friday: 10:00 – 17:00, Saturday: 10:00 – 14:00
- Phone: CIV: +49 (0)611-977800 DSN: 546-1899/1898
- ATM Locations:
  - ATMs located on site, Commissary Building #7765, Gas Station Building #7883
  - Wiesbaden Lodge Building #7890 and Amelia Earhart Hotel Building #5312
- DoDCommunityBank.com
- Request an appointment by using the **My Appointment** link on our website.



# Questions?





# Thank you!

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