

Q & A

It's true, changing our name is a pretty big deal. Which means you've probably got some big questions. We'll answer the most common questions below, but if you have any others, we'd be happy to chat with you any time.

Q: Why did you change your name?

A: As we've grown as a bank, we've expanded to locations outside of Hastings. The name Highpoint Community Bank is more inclusive to the variety of communities we serve and our commitment to service. It's the first name change we've made in over 130 years, but you can still refer to us as HCB.

Q: Is this the result of a merger?

A: No. Highpoint Community Bank is still locally-owned and operated, still employs all the same talented people, same locations, and is still committed to both personal service and community service.

Q: Have your products or services changed?

A: While many things are changing at HCB, most things will stay the same. Our core values and focus on our community involvement, providing above and beyond customer service, products that offer competitive rates, and convenience remain. This change will re-energize our organization and strengthen the communities we serve.

Q: What does this mean for me?

A: Our goal is that this transition will be as smooth and seamless as possible for our customers. Our name and brand will be updated, but our commitment to above and beyond service and the communities we serve will remain. Throughout this process our team is available to address any questions or concerns you may have.

Q: Has the website for online banking changed?

A: We've redesigned our existing website to be more in line with our new brand and the URL is now www.highpointcommunitybank.com. We think you will enjoy our new look and feel, but rest assured that most of the navigation has remained the same and your login and PIN credentials have not changed, nor have any automatic transfers or bill payment accounts you have saved. For your convenience, our previous website www.hastingscitybank.com will automatically redirect you to the new website for a period of time.

Q: Has any other contact info for the bank changed?

A: No. Our emails, phone numbers, and locations addresses are all the same.

Q: Has the mobile banking app changed?

A: The app has been updated to feature the Highpoint Community Bank name and logo and is available for iPhone at iTunes and for Android at Google Play. If you already have the Hastings City Bank app, depending on your phone's settings, it may appear automatically as an app update. Your login and PIN credentials have not changed.

Q: Do I have to order new Highpoint Community Bank checks?

A: No. You may continue to use your existing checks until they are gone and when you reorder you will receive the new Highpoint Community Bank checkfolio and checks.

Q: Will I get a replacement Highpoint Community Bank Visa check card or ATM card?

A: Yes. If you are a current cardholder, you will automatically be issued a Highpoint Community Bank card when your current card expires.

Q: Do I need to do anything with my automatic loan payments?

A: No. Your automatic transfer for your loan payment will not be affected.

Q: Have your wire transfer instructions changed?

A: No. Our routing and transit number (RTN), sometimes called an ABA number, has not changed. However, the new Highpoint Community Bank name should be used with the existing RTN.

Q: Have all of your bank locations changed their name?

A: Yes. All Hastings City Bank locations will now be known as Highpoint Community Bank.

Q: What if I have other questions?

A: Please feel free to call us at (269) 945-2401 or visit any of our locations to speak with an HCB employee.

