

**NEW FRONTIER BANK  
GREELEY, CO  
QUESTION AND ANSWER GUIDE**

**FDIC Call Center 1-800-830-4705**

**FDIC Call Center Hours of Operation –Mountain Time**

**Friday, April 10: Until 9:00 PM**

**Saturday, April 11: 9:00 AM – 6:00 PM**

**Sunday, April 12: 12:00 PM – 6:00 PM**

**Thereafter: 8:00 AM – 8:00 PM**

**Is My Account Fully Insured? <http://www2.fdic.gov/dip/index.asp>  
Electronic Deposit Insurance Estimator: <http://www.myfdicinsurance.gov>**

The State Bank Commissioner, by order of the Banking Board of the Colorado Division of Banking, closed New Frontier Bank, Greeley, Colorado, on Friday, April 10, 2009. Subsequently, the Federal Deposit Insurance Corporation (FDIC) was appointed as Receiver. Please refer to the Colorado Press Release for further information. According to regulatory policy, the public is not given advance notice of the closure.

On April 13, 2009, the bank will be re-opened as Deposit Insurance National Bank of Greeley (DINB of Greeley), Greeley, Colorado.

**Personal checks drawn on New Frontier Bank will continue to clear as usual up to the available balance until May 8, 2009. Customers are encouraged to open new accounts with another institution as soon as possible.** Any automatic transactions, including social security checks and automated payments, will need to be established with a new institution.

**Cashier's checks drawn on New Frontier Bank will continue to clear as usual.**

**CHECKING AND SAVINGS ACCOUNTS:** You will have continued access to your insured checking and savings account funds by using your same checks and ATM/debit cards through close of business May 8, 2009. Checks which have not cleared your account by that date will be returned. Once you have identified your outstanding checks and verified your balance, you can also write a check to close your account.

**CERTIFICATES OF DEPOSIT (CD) AND INDIVIDUAL RETIREMENT ACCOUNTS (IRA):** Checks for insured CDs and insured IRAs will be sent to your mailing address on record with New Frontier. These will be mailed on Monday, April 13, and you should receive these checks by the end of the week.

**DIRECT DEPOSITS:** All direct deposits, including Social Security checks, will continue through close of business May 8, 2009. After that date, all items will be returned. You should make other arrangements as soon as possible.

## DEPOSIT QUESTIONS

1. [Over \\$250,000](#) What if I had more than \$250,000 in my accounts at New Frontier Bank?
2. [Account Hold](#) I have been advised there is a hold on my account. What does that mean?
3. [Account Insurance Status: Is my account fully insured?](#) Is there a method to verify whether my account(s) at New Frontier Bank are fully insured?
4. [ATM/Debit Card/Checks](#) Can I continue to write checks or use my ATM/Debit card?
5. [Automatic Payments/Online Billpay](#) Will my automatic Billpay payments continue?
6. [Brokered Deposits/Deposit Broker](#) I am a deposit broker or I have brokered deposits.
7. [Checks not honored](#) A merchant will not honor my check. What can I do?
8. [Claim Account\(s\)](#) How do I claim my account(s)?
9. [Customer Impact](#) How does this action affect me?
10. [Direct Deposits, Social Security](#) What will happen to my direct deposits?
11. [Early withdrawal penalty](#) Will there be an early withdrawal penalty on my CD?
12. [Final Statement](#) How will I get my final statement(s) from New Frontier Bank?
13. [Interest](#) Will I continue to earn interest at the same rate?
14. [Interest Checks/Cashier's Checks](#) Can I cash my interest check or cashier's check?
15. [Internet Connection](#) Why doesn't my internet connection work?
16. [IRAs](#) What if I have an Individual Retirement Account (IRA)? Will my savings still be insured?
17. [Lose Any Money?](#) Will I lose anything on my deposit account?
18. [Outstanding Checks](#) What will happen to the checks which have not cleared my account?
19. [Records/Account Histories](#) What if I need records or account history information?
20. [Tax Reporting - 1098/1099s](#) Who will send my 1098 and/or 1099 information for 2008?
21. [Uninsured](#) Will I collect my uninsured deposits?
22. [Wire Transfer](#) Can funds be wired to me?

## LOAN QUESTIONS

23. [Automatic Payments](#) Will my ACH transaction payment still occur on its assigned date?
24. [Construction Loan Draws](#) Will draws continue and will my project be completed?
25. [Construction Loan Voucher Control](#) Will my subcontractors be paid as before?
26. [Escrows](#) Who is my lender and has my loan contact changed?
27. [Fees](#) Are there any changes to fees or charges due to this event?
28. [Foreclosures: Will the FDIC continue foreclosures in process?](#)
29. [Lender and contact names](#) Who is my lender and has my loan contact changed?
30. [Loan Sales](#) Will my loan be sold?
31. [Lines of Credit – Home Equity](#) Can I continue to perform advances on my line of credit?
32. [Loan in Process](#) I have a loan currently in process. How is my loan impacted?
33. [Loan Sweeps](#) Will my loan sweep be discontinued?
34. [Overdraft Line of Credit](#) Will my overdraft line of credit continue to cover my overdrafts?
35. [Payments](#) How/where do I make my payments? Can I still pay by phone or at the branch?
36. [Pre-payment Penalty](#) If I refinance, will my pre-payment penalty be waived?
37. [SBA Application in Process](#) What will happen to my SBA loan application in process?
38. [What Happens Now](#) What will happen to my loan?

## GENERAL QUESTIONS

39. [All-Deposit Transfer versus Insured Deposit Transfer.](#) Why do all deposits, insured and uninsured, pass in some transactions but not in others?
40. [FDIC Insurance](#) Where can I find out more information about FDIC Insurance rules?
41. [Media](#) I represent a TV/Newspaper/Radio and would like some information.
42. [New Bank Insured?](#) Is the new bank insured by the FDIC?
43. [Safe Deposit Boxes](#) How can I claim the contents of my safe deposit box?
44. [Shareholders](#) I am a Shareholder of New Frontier Bancorp. What happens to my shares?
45. [Unpaid Bill](#) I did some work for New Frontier Bank and have not yet been paid.
46. [Work for FDIC – Contract or Employment](#) How can I contract or work for FDIC?

## 1. What if I have more than \$250,000 in my accounts at New Frontier Bank?

If you have more than \$250,000 in your interest-bearing account, or if the total of your related interest-bearing accounts exceeds \$250,000, your accounts may require review by an FDIC Claim Agent. You should call the FDIC to schedule a telephone appointment with an FDIC Claim Agent at 1-800-830-4705.

If you have an interest-bearing account or group of interest-bearing accounts that exceeds \$250,000, you may need to complete certain declarations or affidavits and provide documentation so that the FDIC can make an insurance determination on your account(s).

If you are an investor with a deposit broker, you may need to complete one of these forms only if your investment exceeds \$250,000. However, you must mail your form to your deposit broker for submission to the FDIC.

**If your deposits DO NOT exceed \$250,000, or if your deposits are in a noninterest-bearing transaction account(s), you DO NOT need to complete these documents or contact the FDIC. The balance in ALL noninterest-bearing transaction accounts (checking accounts) is fully insured.**

An account hold may be placed on an account due to the need for additional documentation from a depositor. For example, a Declaration for Trust form may be required to attest to the parties involved in a trust. These forms can be mailed to you, or you can access them online at:

<http://www.fdic.gov/regulations/laws/forms/#DepositClaims>

If you have a question regarding the completion of required affidavits or declarations, please call 1-800-830-4705 and indicate you have a form completion question.

## 2. I have been advised there is a hold on my account. What does that mean?

It is possible a depositor's account was held due to delinquent loans where the depositor is the borrower or guarantor. Additionally, any account pledged as collateral for a loan will continue to be held. A letter will be sent informing you of any holds placed by the FDIC, along with instructions on how to proceed. If you have any questions regarding these holds, please call your loan officer or the FDIC at the number provided in the letter.

Another reason an account hold may be placed is due to the need for additional documentation from a depositor. For example, a Declaration for Trust form may be required to attest to the parties involved in the trust. Please contact the FDIC at 1-800-830-4705 to schedule a telephone appointment.

### 3. Is there a method to verify whether my account(s) at New Frontier Bank are fully insured?

A tool is available that allows failed bank customers the ability to verify whether their account is fully insured or if they need to contact the FDIC. The link to specific contact information is <http://www2.fdic.gov/dip/index.asp>. This service will be available for use no later than the first business day after the bank's failure. Once you enter your account number, your insurance status for that account will appear. If there is a hold on your account, it may be due to the need for the additional documentation referenced in question number one. If there is a hold, you will need to contact the FDIC at 1-800-830-4705 to schedule a telephone appointment.

### 4. Can I continue to write checks or use my ATM/Debit card?

**You will be able to continue using your personal checks and your ATM/Debit card; however, any checks clearing after close of business May 8, 2009, will be returned.** The ATM will not be available for a short period of time on Friday for processing. However, it will be operational shortly thereafter and available as usual.

### 5. Will my automatic payments through Billpay continue?

Billpay will be available over the weekend in a read-only mode; however, it will be available for transactions on Monday morning. Any payments scheduled **MUST CLEAR** your account by May 8, 2009 or they will be returned. However, you should begin to make arrangements to transition to a new online banking service since the service will be discontinued.

### 6. I am a deposit broker or I have brokered deposits. What do I need to do?

Brokered deposits will be held by the FDIC, and those insured deposits will be paid off when the insurance determination is complete. The FDIC offers an online reference guide to deposit brokers acting as agents for their investor clientele. This site outlines the FDIC's policies and procedures that must be followed by deposit brokers when filing for pass-through insurance coverage on custodial accounts in a failed FDIC-insured institution. Please read the following Deposit Broker Processing Guide completely before contacting the FDIC with questions:

<http://www.fdic.gov/deposit/deposits/brokers/index.html>

Should you have any questions regarding the completion of required affidavits or declarations on behalf of your client, please call 1-800-830-4705 and indicate you have a form completion question.

If you are a customer who has a New Frontier Bank deposit through a broker, you **must** contact your broker with any questions. Once the FDIC receives a balanced investor file along with all the required documentation, from your broker, your insured funds will be wired to them on your behalf.

## 7. A merchant will not honor my check. What can I do?

A copy of this document or the press release from [www.fdic.gov](http://www.fdic.gov) can be provided since both documents state insured deposits have been received by DINB of Greeley. New Frontier checks will continue to clear up to the available balance or the insured amount until the date you close your account or the close of business May 8, 2009, whichever is earlier. Copies of this press release will be available at the bank. Depositors or merchants can also call the FDIC at 1-800-830-4705 or staff at your former New Frontier Bank branch locations.

## 8. How do I claim my account(s)?

A deposit insurance payment of your checking and/or savings account(s) up to the insured limit has been transferred to DINB of Greeley. Please be advised that you have until close of business May 8, 2009, to claim the money in your account(s) or a check will be mailed to you at that time. Checks for your insured CDs and insured IRAs will be mailed on Monday, April 13, 2009. Unclaimed monies will be escheated to the state after 18 months. Unclaimed property can be located by visiting [www.missingmoney.com](http://www.missingmoney.com) or contacting your state's treasurer's office or office of unclaimed property.

## 9. How does this failure affect me?

**If your deposits are in a noninterest-bearing transaction account(s), the total balance(s) of your account(s) will be received by DINB of Greeley.** Your account will be available at the New Frontier Bank branches.

DINB of Greeley has possession of your insured deposits and will continue to operate the branches until close of business May 8, 2009. You will have continued access to your money through your ATM/debit card and by writing checks. **However, any checks that have not cleared by COB May 8, 2009, will be returned.**

Checks for your insured CDs and insured IRAs will be mailed to you on Monday, April 13 and should reach you by the end of the week.

If you have more than \$250,000 in your interest-bearing account (or \$250,000 in your IRA), or if the total of your related interest-bearing accounts exceeds \$250,000, your accounts may require review by an FDIC Claim Agent. All accounts that appear to be related are reviewed to determine ownership and insurance coverage. Certain entitlements and different types of accounts can be insured in excess of the \$250,000. If you think you might have uninsured deposits, please see question number one for information regarding forms you may need to complete to expedite this process.

If you had a loan with the bank, continue to make your checks payable to New Frontier Bank and mail to the same address you have used in the past until you are instructed otherwise.

## **10. What will happen to my direct deposits?**

Direct Deposits, including Social Security checks, will continue until close of business May 8, 2009. You should make arrangements with another financial institution as soon as possible.

## **11. Will I incur an early withdrawal penalty on my closed CD?**

No.

## **12. How will I get my final account statement(s) from New Frontier Bank?**

DINB of Greeley will mail your account statements at the same time you have received them in the past. Customers who have not closed their accounts by close of business May 8, 2009, will receive a final statement at that time.

## **13. Will I continue to earn interest at the same rate?**

No. All interest on insured deposits accrued through Friday, April 10, 2009 will be paid at your same rate. Interest will not continue to accrue after that date. All CD and IRA insured account balances will be mailed to your address of record with New Frontier. You should receive these checks by the end of the week.

If you deposited funds through a broker, the interest will accrue and be paid through Friday, April 10, 2009.

## **14. Can I cash my interest check or cashier's check?**

Interest checks and cashier's checks will continue to clear past May 8 as those will be issued to customers closing accounts; however, customers are highly encouraged to cash these checks as soon as possible. Official checks (those issued by institutions – for example, cashiers' checks, certified checks, money orders) meet the definition of noninterest-bearing transaction accounts. Under the Temporary Liquidity Guarantee Program, noninterest-bearing transaction accounts are fully insured.

## **15. Will my Internet connection to New Frontier Bank work?**

Over the weekend, the website will be available in a read-only mode. Online transactional service is expected to resume on Monday morning. New Frontier Bank had a number of avenues for customers to access funds, and each of those avenues will be available when final processing is completed.

## **16. What if I have an Individual Retirement Account (IRA)? Will my savings still be insured?**

Yes. IRA funds are insured separately from other types of accounts up to \$250,000. IRA checks for the insured amount will be mailed to your address of record with the bank. These checks should be received within one week of the closing.

From the date a check is issued to you from your IRA, you have 60 days to roll this over into another retirement vehicle. You should consult IRS Publication 590 and/or your tax advisor concerning the possible tax consequences of such distribution. IRS Publication 590 may be obtained by contacting your local IRS office or via the Internet at [www.irs.gov](http://www.irs.gov).

### **17. Will I lose anything on my deposit account?**

Principal and interest on insured accounts, through Friday, April 10, 2009, are protected by the FDIC, to at least \$250,000. Certain entitlements and different types of accounts can be insured in excess of the \$250,000.

If you have more than \$250,000 in your interest-bearing account (or \$250,000 in your IRA), or if the total of your related interest-bearing accounts exceeds \$250,000, your accounts may require review by an FDIC Claim Agent. All accounts that appear to be related are reviewed to determine ownership and insurance coverage. See question number one for information regarding forms you may need to complete to expedite this process.

### **18. What will happen to the checks which have not cleared my account?**

Checks that were drawn on New Frontier Bank that did not clear before the institution closed will be honored up to your insured amount or available balance until close of business May 8, 2009.

### **19. What if I need information regarding my account during the time New Frontier Bank was in business?**

Please call or visit your branch to request any records you may need.

### **20. Who will send my 1098 and/or 1099 information after the end of the year?**

DINB of Greeley will be responsible for mailing your 1099 tax information. Your 1098 reporting will be done by the FDIC as Receiver for New Frontier Bank or the servicer of your loan. You will be notified of any changes in ownership or servicing of your loan.

### **21. Will I collect my uninsured deposits?**

**If you have a loan in the same name as your uninsured deposit account, it may be possible to offset your uninsured amount against your loan. You should discuss this with your claim agent during your appointment.**

If it is determined that you have some uninsured funds, the FDIC will mail you a Receivership Certificate. This certificate entitles you to share proportionately in any funds recovered through the sale of the assets of New Frontier Bank. You may eventually recover some of your uninsured funds as assets are liquidated.

When a financial institution is closed and the Federal Deposit Insurance Corporation ("FDIC") is appointed as receiver, one of FDIC's responsibilities is to sell the institution's assets to pay the depositors and its creditors. The money generated by the sale of these assets will flow through the Receivership. Periodic dividend payments will be made to proven claimants when excess cash is available. For an explanation of the dividend process, go to <http://www2.fdic.gov/divweb/index.asp>.

Of course, you will receive immediate full payment for your insured checking and savings accounts through DINB of Greeley. You will receive a check for full payment of your insured CDs and insured IRAs from the FDIC.

If you have a deposit through a broker, your insured funds will be wired to your broker on your behalf once the FDIC receives all required documentation from your broker.

## **22. Can funds be wired to me?**

Your checking and savings account funds can be wired at your request. Any outgoing wire fees will be waived. Please contact your former New Frontier Bank branch location regarding your wire request. Checks for insured CDs and insured IRAs will be mailed to you, and you will receive them by the end of the week.

## **LOAN QUESTIONS**

### **23. Will my automatic payment still occur on its assigned date?**

Any automatic payments from your account will continue until close of business May 8, 2009. We encourage you to check your account the day after your scheduled draft to verify the transaction. If the transaction did not occur, please notify your loan officer. You should make arrangements with your new bank as soon as possible.

### **24. Will construction draws continue? Will my project be completed?**

Each loan is being reviewed independently, and you should direct your questions to your loan officer. Funding decisions will be made on a case-by-case basis.

### **25. Will my subcontractors be paid as before?**

Each loan is being reviewed independently and will be determined on a case-by-case basis. You should direct your questions to your loan officer.

### **26. Will you continue to pay my escrows?**

All services previously performed related to your loan will continue. Should you receive notification that any portion of your taxes or insurance were not paid, please notify your loan officer immediately.

### **27. Are there any changes to fees or charges due to this event?**

No. The current fee structure will remain the same.

### **28. Will the FDIC continue foreclosures in process?**

At this point, all foreclosure actions have been suspended to properly evaluate the loans and the borrower's ability to repay. We intend to sell all loans, and the new owner will determine the best method to collect them. There may be instances where we will continue with the foreclosure process; however, this will be done on a case-by-case basis.

### **29. Who is my lender and has my loan contact changed?**

Your loan is currently owned by the FDIC and is being serviced by all of the same personnel with whom you have worked in the past. All prior contacts remain the same.

### **30. Will my loan be sold?**

Your loan may be sold at a future undetermined date. If that occurs, you will be notified in advance through written correspondence. If you are concerned about whom your future lender or servicer will be, you have the right to independently refinance your loan with another lender.

### **31. Can I continue to perform advances on my line of credit? I need money to buy feed for my livestock or other needs.**

All lines of credit, including Home Equity Lines of Credit (HELOCs) and overdraft lines of credit, have been suspended at this time and have been retained by the Receiver. It is our intention to sell your loan. The Receiver is not a bank. It does have the ability to fund some short-term needs if in the best interest of the Receiver; however, any funding and issuance of a check is not immediate. You are encouraged to seek financing from another bank. They will be able to better serve your needs on an ongoing basis.

### **32. I have a loan currently in process. How is my loan impacted?**

Please contact your loan officer directly.

### **33. Will my loan sweep be discontinued?**

This will be determined on a case-by-case basis. Please contact your loan officer.

### **34. Will my overdraft line of credit continue to cover my overdrafts?**

No. These lines have been retained by the FDIC and have been frozen. You will need to establish a new overdraft line of credit with your new bank.

### **35. How and where do I make my payments?**

You should continue to make your payments as agreed. Make checks payable to New Frontier Bank and utilize the same payment address information. You may continue to make your payments at the branch or by phone via check or credit card.

### **36. If I refinance with another lender, will my pre-payment penalty be waived?**

Any pre-payment penalty will be waived as long as FDIC as Receiver for New Frontier Bank has control of the asset, and the borrower obtains refinancing of the outstanding balance on the account with another financial institution.

### **37. What will happen to my SBA loan application in process?**

DINB of Greeley will not be originating any new loans

If your loan has been approved by the SBA, but is not yet funded, please contact your loan officer. He will direct you to the proper SBA contact to help you locate another approved lender.

If your loan is in process, but is not yet approved by the SBA, we will release your SBA package on file with us to you, and you will need to apply with another SBA-approved lender. Please contact your loan officer to make arrangements to retrieve your application from the bank.

### **38. What will happen to my loan?**

Your loan may be sold at a future undetermined date. If that occurs, you will be notified in advance through written correspondence.

## **GENERAL QUESTIONS**

### **39. Why do all deposits, insured or not, pass in some transactions but not in others?**

The FDIC is required by law to employ the least-cost resolution measure for each failed financial institution. The most frequent result is for the FDIC to transfer only the insured deposits in a merger transaction. The FDIC is only able to transfer all deposits if the uninsured amounts are covered by the premium. The FDIC has been able to transfer all deposits in about 25% of the failures over the past 15 years.

#### 40. How can I find out more about Federal Deposit Insurance rules?

You may access our website, which contains deposit insurance information and an Electronic Deposit Insurance Estimator (EDIE):

[www.fdic.gov](http://www.fdic.gov)

Click on *Deposit Insurance*

Click on *Are my deposits insured?*

Click on *Your Insured Deposits* (for a comprehensive guide)

Click on *EDIE* (to calculate your insurance coverage)

You may also order any other FDIC publication:

3501 North Fairfax Drive  
Room E-1002  
Arlington, VA 22226

703-562-2200  
703-562-2296  
[publicinfo@fdic.gov](mailto:publicinfo@fdic.gov)

#### 41. I represent a TV/Newspaper/Radio and would like some information.

Please contact the Office of Public Affairs:

David Barr  
(703) 622-4790  
DBarr@fdic.gov

#### 42. Is the new bank insured by the FDIC?

Yes. Your deposit at DINB of Greeley is insured by the FDIC, and each depositor is insured to at least \$250,000, as established by law.

#### 43. How can I claim the contents of my safe deposit box?

You should visit your former New Frontier Bank branch location to remove contents from your safe deposit box by close of business May 8, 2009. Please be advised if you do not clear your safe deposit boxes before that date, the box will be drilled under dual control. The contents will be escheated to your state. You will receive a letter at the address listed on the bank's record prior to your box being drilled. Unclaimed property can be located by visiting [www.missingmoney.com](http://www.missingmoney.com) or by contacting the State Treasurer's office or the office of unclaimed property.

#### 44. I am a shareholder. What happens to my shares?

New Frontier Bank had no publicly owned stock. Equity shareholders were invested in the holding company, New Frontier Bancorp, Greeley, CO, and not in the bank.

**Please do not file a claim with the Receiver**, rather, contact the holding company with any questions you may have: New Frontier Bancorp, 2425 35<sup>th</sup> Ave, Greeley, CO 80634

**45. I did some work for New Frontier Bank and have not yet been paid. What should I do?**

Please send your bills to the following address:

FDIC as Receiver for New Frontier Bank  
1601 Bryan Street  
Dallas, TX 75201

**46. How can I apply to work for FDIC as a contractor or employee?**

You may access information about doing business with the FDIC by:

Visiting the FDIC Web Site at: [www.fdic.gov](http://www.fdic.gov)

Select the Quick Link: [Contractors/Vendors/Outside Counsel](#)

Select: [Procurement Opportunities](#)

You must register in the Central Contractor Registration database at [www.ccr.gov](http://www.ccr.gov).

*Entry into the database is not a guarantee that a contractor will receive a future solicitation.*

You may also call 1-866-308-4470 for more information or send an email to [ProcurementOpportunities@fdic.gov](mailto:ProcurementOpportunities@fdic.gov). Please include a statement of your corporate capabilities, contact information and Minority or Women-Owned Business (MWOB) status, if any. To review positions currently available at the FDIC, you may review the information at the following link: [www.fdic.gov/about/jobs/index.html](http://www.fdic.gov/about/jobs/index.html).