

## Doral Bank Customer Video/Audio Transcripts

### **On Screen: Now that Doral Bank has failed, what should customers do? Can they get their money back?**

It is simply business as usual. There is absolutely nothing they need to do at this time.

They can continue to make deposits and withdrawals as they normally would. That includes using ATMs and debit cards and writing checks.

Customers also can visit the FDIC website to learn more about their FDIC deposit insurance coverage.

The website is [fdic.gov](https://www.fdic.gov). That's [fdic.gov](https://www.fdic.gov).

### **On Screen: What happens if you have a loan, such as a mortgage?**

Customers should keep making loan payments the same way they always do. The new bank will contact customers to let them know about any changes. Until then, for loan customers it is business as usual.

### **On Screen: What about direct deposits, such as paychecks and Social Security checks? What happens to them?**

It's business as usual. Direct deposits, including paychecks and Social Security payments, will continue to be accepted by the new bank, and customers will continue to have access to their money.

### **On Screen: How can depositors get more information about their accounts? Is there a website?**

All customers are encouraged to visit [fdic.gov](https://www.fdic.gov) for more information on Doral's closing and to learn more about deposit insurance.

Again, that's [fdic.gov](https://www.fdic.gov).