***NOTICE****: The following has been provided by WBA committee and section volunteers for use by member banks.
It should be reviewed and revised as appropriate to the user-bank’s own policies, procedures, and practices.*

**FDIC Deposit Insurance Coverage – Customer Assistance Guide**

Deposit insurance is one of the significant benefits of having an account at an FDIC-insured bank, and customers may have questions regarding this coverage. This guide is designed to help frontline bankers when customers have questions or concerns regarding their money. Customers might want to know whether their bank is insured, what accounts are covered, and how much of their deposits are insured. Even with this information, customers may remain anxious, and this guide is designed to assist frontline bankers in reassuring customers of the safety and reliability of the banking system.

**Customer Questions and Concerns**

When a customer has questions regarding deposit insurance, there are many resources available to assist them, such as those provided at the end of the guide. However, what about a situation where a customer comes into the bank out of fear, looking to close out their accounts and leave the bank with cash? In these situations, there are ways to reassure the customer that the safest place for their money is with a bank such as the following talking points:

* Customers’ deposits are protected by FDIC insurance. In the 88-year history of the FDIC, no one has ever lost a penny of an insured deposit.
* The FDIC insures up to $250,000 in eight separate account categories per depositor per bank.
* The FDIC is completely funded by the banking industry and backed by the full faith and credit of the United States government. The FDIC is stronger than ever before.
* The FDIC insurance fund and all of the agency’s costs come entirely from premiums paid by banks, for which every bank pays risk-based premiums every quarter to support the fund.
* The FDIC insurance fund stood at an all-time high of $124.5 billion as of June 2022.
* In total, more than 99 percent of banks are “highly capitalized” and far above the most stringent regulatory standards.

It may also help to personalize FDIC deposit insurance coverage to the specific customer expressing concern. For example, if the customer has both personal accounts and business accounts at the bank, frontline staff could explain how FDIC deposit insurance coverage would apply to the customer’s personal accounts separate from the business accounts.

Also from a more personalized standpoint, it may also help the customer to offer some perspective on the strength of your bank in particular and offer reassurances as to your bank’s strength. Frontline staff should check with bank management regarding what particular bank-specific message should be shared so there is unity in messaging by frontline staff. Additionally, you can use FDIC’s Electronic Deposit Insurance Estimator to give an estimated calculation as to customer’s insured amounts. While only FDIC can make guarantees as to the customer’s coverage, bank can use these tools to reassure the customer, and provide FDIC’s contact information should the customer seek additional assurances.

Despite all of the reassurances and information provided, a customer may remain determined to withdraw their funds. In such an event, bank management, such as branch manager or others should be involved, and discuss this matter with the customer. If the customer is set on withdrawing large amounts of cash, bank’s security officer should also be involved in order to explain the risks of handling large amounts of cash and be present to ensure that bank’s security procedures are followed. Advance notice of large withdrawals may be necessary so that bank can arrange a special cash order.

**Additional Resources**

Deposit Account Coverage including Brochures and Videos: <https://www.fdic.gov/resources/deposit-insurance/financial-products-insured/>

FDIC Electronic Deposit Insurance Estimator: <https://edie.fdic.gov/index.html>

FDIC Support Center: <https://ask.fdic.gov/fdicinformationandsupportcenter/s/?language=en_US>

Bank Employee’s Guide to Deposit Insurance: <https://www.fdic.gov/resources/deposit-insurance/diguidebankers/index.html>

WBA Consumer Resources including FDIC Deposit Insurance Infographic: <https://www.wisbank.com/resources/consumer-resources/>