

Welcome to



FREQUENTLY ASKED QUESTIONS (FAQ)

Q: How do I open an account with Colorado Community Bank?

A: To begin a relationship with Colorado Community Bank come into any of our branches and fill out our basic information form or you can print them out the [form](#). CCB will go through your different options of accounts and see which product best fits your needs.

Q: Who do I call if I have questions?

A: You can contact any of CCB's local branches to assist you with any of your questions.

Yuma-Main	(970)848-3838	Yuma-Downtown	(970) 848-3500
Akron	(970) 345-2026	Otis	(970) 246-3456
Greeley	(970) 330-6090	Evans	(970) 339-8430
Johnstown	(970) 587-2160	Milliken	(970) 587-2880
Loveland	(970) 278-0040	Severance	(970) 686-9090
Firestone	(720) 652-7255	Longmont	(303) 776-3333
Northglenn	(303) 452-7200	Sterling	(970) 522-5151
Centennial	(303) 693-7009	Highlands Ranch	(303) 346-6300
Castle Rock	(303) 688-4900	Castle Rock North	(720) 733-2057

Q: What do you mean you have post offices in your banks?

A: Some of Colorado Community Bank's locations have Post Office Contract Postal Units inside the bank. You can perform the majority of your Post Office needs at CCB's Post Office locations. There are some services that are not available (such as purchasing postal money orders or renting a post office box). Stamps and packages are priced the same as your local post office.

Q: Which branches have post offices?

A: You can receive post office services at the following locations:
Greeley Loveland
Evans Firestone
Sterling

Q: How do I sign up for internet banking?

A: Visit our website at www.coloradocommunitybank.com and there is a red box to the right for online banking. You can click “Demo” to see how our internet banking works or click “First Time User” to sign up and just follow the steps from there!

Q: What do I do if my switch account forms are not accepted?

A: Please contact your local Colorado Community Bank and let us know so that we can communicate with the other party to see what else is required so the switch can be conducted as smooth as possible.

Q: What is a direct deposit (ACH credit)?

A: Direct deposit is an electronic deposit that is quick, easy and secure. You can receive direct deposits from payroll, government benefits, or online transfers (such as PayPal). Businesses can also receive direct deposits for credit card settlements.

Q: When I switch banks how long does it take to receive my direct deposit in my new account?

A: Direct deposit transfers can take up to 2 or 3 cycles. For example, if you change your social security benefits on May 1st and they are usually credited on the 5th of each month, you may not receive them until July 5th in your new account. This varies with each company so it is best to keep your previous account open until the benefits have switched over.

Q: What is an automatic withdrawal (ACH debit)?

A: An automatic withdrawal is when you provide permission to a company to take funds one time or periodically out of your account. This may be for insurance, loan payments, or any other company. You have to give them information about your account and authorization to take a certain amount out of the account each month.

Q: What do I do if there is an unauthorized transfer out of my account?

A: Contact the bank IMMEDIATELY to let us know. The sooner you let the bank know the more CCB can do to prevent more fraud on the account. It is your responsibility to monitor your account for fraud so be sure to check your statements periodically.