



Stay Up to Date on Your Accounts With eAlerts



Primebank offers an alert notification system for your personal accounts! You can pick and choose which alerts you would like to see. For example, when a check clears your account or when your balance dips below a predetermined amount. With eAlerts, you will receive text messages or emails to notify you of the activity you want to know.

To begin receiving alerts, begin by logging in to your Internet Banking.

- Click "Alerts" in the upper right banner.
- Select "Contact Options" and enter your email or the number for the device you would like to receive text messages.
- Click the "Send Activation" button. An activation code will be emailed or sent via text message. Enter the Activation code.
- Next, click "Alert Options" to set up the alerts you would like to receive. Scroll down and choose the alert types.
 - To choose an alert, click the box next to the alert.
- Choose which accounts and thresholds

When you are done setting up your alerts, you can click on the "Overview" button to see all of your alerts. Please know you can come back any-time to add more alerts or delete some alerts via the "Alert Options" button.

For more information about eAlerts or any other products offered by Primebank, feel free to stop by a Primebank location where our customer service can help you. Or you can go to Primebank.bank and select eAlerts under the "Personal" tab at the top of the webpage.

2026 Trips

June

3-4 Jackpot Junction

September

2-3 Jackpot Junction

October

3-11 New England

Rails & Sails

2027 Trips

April

9-19 Tulip Time on the
Jewels of the Rhine

Travel Show

April 28, 2026

Stop by the Sioux Center branch at 3:00 pm or the Le Mars branch at 5:30 pm on April 28th to visit with Nikki and Shelby and hear about our upcoming trips! Treats and refreshments will be provided.

We look forward to seeing you April 28th.



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Watch Out!

Scammers Claiming To Be From Your Bank.

Ring! Ring! Ring!

Your phone rings and you see your bank's name in the caller ID so you answer. The caller says they are from the institution's customer service department. There is a problem with your account that needs immediate attention. You get nervous when they start asking for personal things like your PIN or account password. **What do you do?**

Hang up

It's probably a scam in which the caller is using caller ID 'spoofing'. Spoofing is where they use technology to disguise the number they are calling from and make it look like the name and number of someone else, like your bank. This scam is designed to trick you into divulging important information that could be used to drain your account or be used to sell to crooks.

Important Things to Know and Do

Financial Institutions will not contact you out of the blue unless there is a major problem, and they will not ask for your account number, password, or PIN. **Do not give them out**, even if the caller threatens penalties.

If you have even the smallest suspicion that the call is a scam, **hang up**. Look for the toll-free number on the back of your bank card or look up your branch's official phone number and call it. Tell the customer service representative who answers what happened and ask if there is really a problem with your account.

This same scam can happen via **email or text**. If someone claiming to be your bank asks for personal information, don't call any included number or click on any link in them.

Staying Safe

Knowing danger signs to look for and staying alert for phone or email scams can keep your money safe from criminals!



Tulip Time on the Jewels of the Rhine

The Primebank Good Neighbors Club is excited to announce that we will be taking a trip to Europe in the spring of 2027! This is an amazing trip where you'll get to see the Keukenhof Gardens (100 acres of tulips, dogwoods, and many more). You'll see castles and maybe tour a castle or two when we stop at the towns along the way. On this trip, you'll get to experience the European countryside from a cruise on the



Rhine River. Go ahead and cross off four European Countries (the Netherlands, Germany, France, and Switzerland) from your bucket list with this gorgeous trip. Even if you have been to Europe before and wish to experience it again, we invite you to join the fun and travel with the Good Neighbors Club. With this river cruise, every

room will have a window and there will be a sundeck on the top level of the boat with space to lounge and gaze upon the passing banks as we travel by castles and towns. The dates for this trip will be April 9 thru April 19. Airfare is included in the price for limited time only! Stop on by and sign up with Nikki or Shelby at any of Primebank's four location: Le Mars, Sioux Center, and two Sioux City locations (Sunnybrook and Hamilton).



Learn Something New

At Primebank, we want our customers to be knowledgeable and secure in their finances. That is why we offer short videos to provide information on a variety of topics. By going online to [Primebank.bank](https://www.primebank.bank), you will have access to these videos.

Click on the Services tab at the top of the webpage, "Primebank.bank", and select "Money IQ". From there, you'll want to click "start learning" and choose which video you would like to watch first. We have a variety of topics for you to learn about. For example loans, building your credit score, budgeting, the different types of frauds and scams, and many more. These videos are typically under two minutes but contain important information. The article about scammers claiming to be from your bank that is in this newsletter is derived from a transcript from one of these videos.

NO ROAD IS TOO LONG WITH GOOD COMPANY!

Our New England Rails and Sails trip is off to a great start!

With boat tours, train rides, and a few historical stops, this is a trip you don't want to miss. Our space is limited and spots are filling up quickly, so do not wait to sign up. If you are not able to take the New England Rails and Sails trip this fall with us, do not worry. We have some exciting trips planned for 2027, including a river cruise that starts in Amsterdam and finishes in Switzerland.

Please reach out to Nikki Vondrak
or Shelby Schweitzberger
or stop by a Primebank location.



PRIMEBANK'S 58TH ANNUAL ICE CREAM SOCIAL

Primebank would like to invite you to our annual ice cream social on June 18th from 6 pm to 8 pm at our Le Mars location. It's always a great evening of free entertainment, including big band music and inflatable games for kids. Make sure you grab a free Ice Cream Sundae or two from our staff members.

We can't wait to see you June 18th!



[Le Mars Location](#)
37 1st Ave NW
Le Mars, IA 51031

[Sioux Center Location](#)
1601 S Main Ave
Sioux Center, IA 51250

[Sioux City Location](#)
5680 Sunnybrook Dr
Sioux City, IA 51106

[Sioux City Location](#)
2700 Hamilton Blvd
Sioux City, IA 51104