

Eastern Michigan banks here.™

Frequently Asked Questions

Why is Eastern Michigan Bank joining Mercantile Bank?

Eastern Michigan Bank and Mercantile Bank are joining forces to bring you even more products, services, and resources while continuing the same local service you rely on. We share the same Michigan roots, values, and commitment to community, making this a natural partnership.

Will the people I work with at my branch stay the same?

Yes. You will continue to see the same friendly, familiar faces you know and trust. Your bankers are your neighbors, friends, and community members, that isn't changing.

How will joining Mercantile Bank benefit me?

You'll gain access to:

- A wider range of products and services
- Expanded technology and digital tools
- More lending and mortgage options
- More branch locations across Michigan
- Convenient communication tools like online chat, and regular emails to keep you updated on happenings at the bank, anti-fraud tips, and account updates.

What will stay the same?

A lot! Your everyday banking experience will remain familiar to you.

- The same caring, community focused service
- The same local decision making
- The same teams and staff at your local branches
- The same commitment to serving you with integrity and personal attention

Will decisions still be made locally in my community?

Yes. Decisions will continue to be made by people who live and work in our Michigan communities. We believe local banking plays a vital role in growing our local economy and supporting our neighbors, and that isn't changing.

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Do I need to do anything right now?

No. There's nothing you need to do at this time. We'll keep you informed every step of the way and make sure the transition is smooth and simple.

Can I expect the same type of customer service that I have received from Eastern Michigan Bank?

Yes. Providing exceptional, personal service has always been the heart of who we are. That commitment remains unchanged, and now, you'll have even more tools and resources available to support your financial goals.

Why should I feel confident about this change?

Because everything you value about Eastern Michigan Bank, our people, service, community focus is still what you will see. These strengths will now be supported by expanded offerings that give you more choices, more convenience, and more ways to grow.

Anything else I should know?

We're truly grateful for your trust. This next chapter strengthens our ability to serve you, while honoring the local relationships that make community banking so special.

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date here:

