

We're Moving!

Chelan branch temporary relocation – effective Oct 18th

Frequently Asked Questions

We are excited to share that in the late fall of 2021, we will begin construction of a new Chelan Office Building to house our Chelan Branch and Administrative Offices. The new building will be situated on our existing North Cascades Bank property. During the construction, our branch will be temporarily located across the street at 223 E. Johnson Ave.

What is happening?

We are going to construct a new branch and administrative office space for North Cascades Bank on our existing bank property at 220 E. Johnson Ave. During the construction process our branch will be temporarily located across the street at the old Lake Chelan Pharmacy building – 223 E. Johnson Ave.

When is this happening?

Our last day of service at our existing location will be Friday, October 15th. We will be open for business at the temporary location starting Monday, October 18th.

Where will the temporary branch be located?

Across the street at 223 E. Johnson Avenue in the space that used to occupy the Lake Chelan Pharmacy.

What will happen to the existing branch?

As soon as we fully vacate, we will demolish the existing building and begin construction of a new facility. We are planning for demolition to occur in November or as soon as we secure a demolition permit.

Why aren't you remodeling your existing branch?

Our existing branch and administrative spaces have configurations that restrain us from creating a space with the functionality, efficiency, and safety features we desire for our staff and customers.

How long will the construction take?

We are hoping to have the new building completed and ready to open in January 2023.

What are the benefits of building a new branch?

Our customers will enjoy a updated lobby experience with easier access to customer service and restrooms. We will also offer two fully functional drive thru lanes, a convenient bike rack, and two electric vehicle charging stations.

Our employees will all be able to work in the same building. We have 35 employees here in Chelan and for over 25 years, several of our back-end departments such as our call center and our electronic banking

department, have worked across the alley from our main building. Our staff is looking forward to being in closer proximity to each other for more efficient support and collaboration.

Who is doing the demolition and construction?

Rimmer and Roeter Construction out of Wenatchee will be the contractor for this project. They are a long-time partner of ours and have helped us with several other construction projects over the past few years.

Will there be a drive-thru window at the temporary location?

No. Unfortunately, we were unable to find a location in Chelan that could accommodate a drive-thru lane.

I currently use your drive-thru and prefer not to go into the branch. How will I do my banking?

We have several convenient options to help you do your banking:

Drop Box - *Our temporary branch will have a Drop Box by the parking lot. You can drop your deposit (cash or checks) into the Drop Box at any time, day or night. We will be checking the Drop Box throughout the day for timely credit to your account. Supplies such as envelopes, deposit slips and pens will be available at the Drop Box.*

ATM – *Access cash from your account at the ATM which will be located next to the Drop Box.*

Mobile App- *Use our app to deposit checks using your mobile device. Download our “Glacier Family of Banks App”. If you would like some help with the app, please give us a call and we’ll be happy to talk you through it. Or, visit us in the branch and we can show you on your mobile device. Please note the daily check deposit limit through the mobile app is \$3,500. We can increase that amount upon request.*

If I use the Drop Box or Mobile App to deposit a check, how will I get cash back?

We will be moving our ATM to the temporary branch. You can use your debit card at the ATM to get cash from your account 24/7.

Get cash back at a merchant when you make a purchase using your debit card. This is commonly done at grocery stores.

Consider using your debit card more often to decrease the amount of cash you typically carry. Many customers find that using their debit card decreases their risk of losing cash and creates an electronic trail of your spending, viewable in Online Banking or the mobile app.

What will happen to my safe deposit box?

Most of the Chelan safe deposit boxes will be moved to the temporary branch. Some will be moved to our temporary administrative location. If you are a safe deposit box holder, you will receive a letter with more information prior to our move.

Who can I call if I have any questions about this?

Please feel free to call us at 509-682-4502 and we will be happy to answer any additional questions you may have.