



## Switching to Exchange Bank

Exchange Bank is ready to help you make your banking transition  
in just **5 easy steps...**

### Step 1

#### **Open an Exchange Bank checking account.**

We have many checking account options to fit your needs. Talk to a Personal Banker to decide which account is right for you.

### Step 2

#### **Stop using your current account at the other financial institution and let all of your outstanding checks clear (this might take up to 10 days).**

Destroy your old and unused checks, deposit slips, and your old ATM and debit card. Make certain enough funds are available in your old account to cover any automatic payments and checks that may yet need to be withdrawn.

### Step 3

#### **Change any Direct Deposit you currently have.**

Complete the Direct Deposit Change Request form for any direct deposit (Payroll, CD interest, etc.) of the change in your banking relationship and your new account number. For Federal direct deposits (Social Security, SSI, etc.) see options on form.

### Step 4

#### **Change any automatic payments or withdrawals.**

Complete the enclosed (Automatic Payment Change) form for any service provider who automatically takes payments from your checking account (utilities, insurance companies, etc.) of your change in banking relationship and your new account information.

### Step 5

#### **Close your account at the other financial institution.**

Complete the enclosed (Close Account) form notifying the other financial institution that you are closing your account and requesting the balance of the account to be sent to Exchange Bank.

Please bring all of your completed forms to any Exchange Bank location or mail your completed forms to Exchange Bank, Attention: Customer Care Team at P.O. Box 403, Santa Rosa, CA 95402.

## **That's it, your part is done. Now sit back and we'll do the rest!**

Your Personal Banker will notify you when your deposits and automatic payments post to your new account.



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### Close Account

#### Account Information

*(Please print)*

Owner Name \_\_\_\_\_

Joint Owner \_\_\_\_\_

Account # \_\_\_\_\_

Financial Institution \_\_\_\_\_

Financial Institution Address \_\_\_\_\_

### To Whom It May Concern:

Please close the above referenced account, and send a cashiers check for the remaining balance to:

Exchange Bank  
Attn: Customer Care Team  
444 Aviation Blvd.  
Santa Rosa, CA 95403

Please make check payable to Exchange Bank and note on the check that it is for deposit to

Account # \_\_\_\_\_

Thank you,

\_\_\_\_\_  
Account Owner's Signature

\_\_\_\_\_  
Date



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### Automatic Payment Change

*(Please print)*

Name of Payee/Merchant \_\_\_\_\_

Payee/Merchant Address \_\_\_\_\_

\_\_\_\_\_

Account # \_\_\_\_\_ Amount of Payment \$ \_\_\_\_\_

Payee/Merchant Phone # \_\_\_\_\_ Date of Payment \_\_\_\_\_

### I hereby authorize and request that my electronic payment from:

Account # \_\_\_\_\_ at (financial institution) \_\_\_\_\_

be changed to: Exchange Bank, Routing Number: 121101985

Checking       Savings

Exchange Bank Account # \_\_\_\_\_

I authorize this change in electronic payment effective as of \_\_\_\_\_

If you have any questions regarding this request, please contact me during the day / evening (circle one) at

\_\_\_\_\_.

Thank you,

\_\_\_\_\_  
Account Holder Signature

Date \_\_\_\_\_

*Check with your service provider. Some companies may require you to complete their own form for regular electronic payments.*



## Direct Deposit Change Request

**Making a change is easy:**

1. Print this document
2. Complete with your nearest Exchange Bank Personal Banker
3. Provide to your employer. For federal deposits, your banker can help you.

*(Please print)*

Date \_\_\_\_\_ Social Security Number \_\_\_\_\_

Employee Name \_\_\_\_\_

Name of Employer \_\_\_\_\_

Employer's Mailing Address \_\_\_\_\_

New Financial Institution:

**Exchange Bank**  
PO Box 403  
Santa Rosa, CA 95403

Effective immediately, I authorize direct deposit to my new account(s) at Exchange Bank.

Please deposit my entire paycheck or \$ \_\_\_\_\_ or \_\_\_\_\_ % into

Account # \_\_\_\_\_

Additional Account number: Please deposit \$ \_\_\_\_\_ or \_\_\_\_\_ % into

Account # \_\_\_\_\_

If you have any questions regarding this request, please contact me during the **day** / **evening** (circle one) at

\_\_\_\_\_.

Thank you,

\_\_\_\_\_

Account Holder Signature



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### *How do I start or change my direct deposit options?*

**Federal Direct Deposit Change Request for:  
Social Security / SSI Income / VA Benefits / Civil Service / Railroad Retirement / PERS**

As of March 1, 2013 anyone receiving Federal Benefits is required to receive electronic payments (Direct deposit).

You can start, change or cancel your direct deposit by:

- Working directly with a Personal Banker at any Exchange Bank Branch.
- By calling the U.S. Department of Treasury at 1.800.333.1795.
- Or by visiting the U.S. Department of the Treasury's **Go Direct** website. [GoDirect.org](http://GoDirect.org).