



# Heritage Bank

## *Switch Kit*

Our purpose at Heritage Bank is to help our customers achieve their dreams. These days we all have busy lives. Here at Heritage Bank, we are always looking for ways to make banking with us easy and convenient. The **Heritage Bank Switch Kit** is just one more way we are working to make your life simple.

Follow the 5 easy steps in the **Heritage Bank Switch Kit** and let us be the bank for you that provides *Service You Can Bank On!*

## CUSTOMER INFORMATION SHEET

*Switching has never been easier!*

**Step 1: Open a Heritage Bank Checking account!** See a Customer Service Representative at one of our 11 convenient locations. They will help determine what account(s) fits you best.

To make the process even faster, have the *Customer Information Sheet* filled out when you come in to open your Heritage Bank Checking Account.

**Step 2: Stop using your previous checking account.** Allow time for outstanding checks to clear. Destroy your ATM and/or Debit cards, any unused checks and deposit slips.

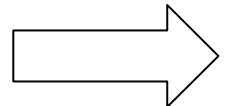
**Step 3: Move your Direct Deposit(s) to Heritage Bank.** Use the *Direct Deposit Request* to make this process even easier!

**Step 4: Transfer any Automatic Payments and Debit to Heritage Bank.** Use the *Automatic Payment Request* to assist you in quickly making the switch.

**Step 5: Close your previous checking account.** Use the *Account Closing Request* to close you previous account.



**Heritage Bank**  
*Switch Kit*



**Primary Account Holder**

Name:		Date of Birth:	
Mailing Address		Street Address:	
City:	State:	Zip:	
Home Ph:	Work Ph:	Mobile Ph:	
Driver's License #:	State Issued:	Date Issued:	DL Expiration Date:
Employer:		Position/Title:	
Email Address:			

**Joint Account Holder (If Applicable)**

Name:		Date of Birth:	
Mailing Address:		Street Address:	
City:	State:	Zip:	
Home Ph:	Work Ph:	Mobile Ph:	
Driver's License #:	State Issued:	Date Issued:	DL Expiration Date:
Employer:		Position/Title:	
Email Address:			

**Accounts and Services**

Accounts and Services that you currently use or are interested in:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Regular Checking Account          | <input type="checkbox"/> ATM Card                | <input type="checkbox"/> Credit Card*        |
| <input type="checkbox"/> Interest Bearing Checking Account | <input type="checkbox"/> Debit Card*             | <input type="checkbox"/> Safe Deposit Box    |
| <input type="checkbox"/> Savings Account                   | <input type="checkbox"/> Internet Banking        | <input type="checkbox"/> Consumer Loan*      |
| <input type="checkbox"/> Individual Retirement Account     | <input type="checkbox"/> Online Bill Pay         | <input type="checkbox"/> Mortgage Loan*      |
| <input type="checkbox"/> Certificate of Deposit            | <input type="checkbox"/> Trust Services          | <input type="checkbox"/> Home Equity Loan*   |
| <input type="checkbox"/> Health Savings Account            | <input type="checkbox"/> Investment Services     | <input type="checkbox"/> Home/Auto Insurance |
| <input type="checkbox"/> Health Insurance                  | <input type="checkbox"/> Medicare Supplement Ins | <input type="checkbox"/> Other _____         |
| <input type="checkbox"/> Life Insurance                    | *WAC   |  |

# **DIRECT DEPOSIT REQUEST INSTRUCTIONS**

## **DIRECT DEPOSITS**

After you've identified the Direct Deposits from your previous bank statements, use the Direct Deposit Request to notify the sender of your new bank information.

### **Before sending the Direct Deposit Request**

1. Check with your employer or source of income to make sure no other forms are required. For Social Security Direct Deposit, call the Social Security Administration at 1-800-772-1213 or go to [www.ssa.gov/deposit/howtosign.htm](http://www.ssa.gov/deposit/howtosign.htm).
2. Use the enclosed form to establish your direct deposit at Heritage Bank by providing it to your employer or other source of income.
3. Maintain the account at your previous bank until you have confirmed that your Direct Deposit(s) has been switched to your Heritage Bank account.

### **After sending the Direct Deposit Request**

1. Confirm with your employer or other source of income that forms were received.
2. Monitor your account through the Heritage Bank Telephone Banking Service 1-877-694-6948 or online at [www.bankonheritage.com](http://www.bankonheritage.com).

### **Examples of Direct Deposit**

- Paycheck from Employer
- Social Security
- VA Compensation
- Retirement/Pension Plan
- Interest Income
- Dividends
- Military Pay

## Direct Deposit Request

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip



# *Switch Kit*

### **RE: Switching My Direct Deposit to a New Account**

#### **Attention: Payroll**

I have recently changed banks and would like to update my direct deposit. Please discontinue my current deposit and begin making direct deposit(s) into my new Heritage Bank account.

If you have any questions regarding this request, please contact me by mail or call me at the phone number listed below. Thank you for your prompt assistance in this matter.

Sincerely,

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

### **Direct Deposit Information**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Social Security Number/Employee Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Phone: Day Evening (circle one)

\_\_\_\_\_  
Previous Bank Name

\_\_\_\_\_  
Routing Number

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
New Bank Name

\_\_\_\_\_  
New Routing Number

\_\_\_\_\_  
New Acct Number

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# Automatic Payment Request Instructions

## Automatic Payments

After you've identified the Automatic Payments from your previous banks statements, use the Automatic Payment Request to notify the merchant of your new bank information.

Don't forget you can also manage your payments with Heritage Bank's Internet Banking and Online Bill Pay. Internet and Mobile Banking are **FREE** and Internet Bill Pay is **FREE** with Heritage Bank's **e-Freedom** Account!

## Before sending the Automatic Payment Request

1. Identify any existing automatic payments.
2. Use the enclosed form to request that your automatic payment be established at Heritage Bank.
3. Maintain the account at your previous bank until you have confirmed that the automatic payment has been switched to your Heritage Bank account.

**Below are some reminders for accounts that you may have automatic payments set up with:**

1. Cable TV or Satellite Provider
2. Utility Company
3. Natural Gas Company
4. Credit Cards or Store Charge Cards
5. Life Insurance
6. Health Insurance
7. Auto Insurance
8. Homeowners Insurance
9. Mortgage Payment
10. Auto Loan Payment
11. Student Loan Payment
12. Newspaper
13. Daycare Provider
14. Donations

## Automatic Payment Request

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip



**RE: Changing My Automatic Payment**  
**Attention: Accounts Receivable/Accounting**

I have recently changed banks and would like to have my automatic payment with your company changed to my new account.

Please discontinue debiting my old bank account and begin making automatic withdrawals from my new Heritage Bank Account.

If you have any questions regarding this request, please contact me by mail or call me at the phone number listed below. Thank you for your assistance in this matter.

Sincerely,

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

### Automatic Payment Information

\_\_\_\_\_  
Name

\_\_\_\_\_  
Phone: Day Evening (circle one)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Amount debited (enter payment amount or "amount due")

\_\_\_\_\_  
Previous Bank Name

\_\_\_\_\_  
Routing Number

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
Payment or Reason

\_\_\_\_\_  
Date of Payment

\_\_\_\_\_  
New Bank Name

\_\_\_\_\_  
New Routing Number

\_\_\_\_\_  
New Acct Number

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# **Account Closing Request Instructions**

## **Before sending the account Closing Request**

1. Check with your previous bank to make sure no additional forms or information are required.
2. Inquire about any possible penalties with respect to early withdrawal before you close your account. If you have any Certificates of Deposits (CD's), it is important to check the maturity dates.
3. Be sure that all automatic transactions have been switched to your Heritage Bank account before closing your old account.

## **After you've sent the Account Closing Request**

1. Check account statements to verify that all accounts have a zero balance and have been closed.



## Account Closing Request

\_\_\_\_\_  
Bank Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip



**RE: Close My Accounts**

**Attention: Account Maintenance**

This letter is to inform you that I am closing my accounts at your bank. Please close the following account(s) listed below and send a check for the remaining balance(s) to my address.

If you have any questions regarding this request, please contact me in writing or at the phone number listed below. Thank you for your prompt assistance in this matter.

Sincerely,

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

### Account Information

\_\_\_\_\_  
Account #1

\_\_\_\_\_  
Account #2

\_\_\_\_\_  
Account #3

\_\_\_\_\_  
Name

\_\_\_\_\_  
Phone: Day Evening (circle one)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

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