

# Make Your Move



## SWITCH YOUR CHECKING ACCOUNT TO DCCU

You can make the move to DuPont Community Credit Union in three easy steps. Everything you need is provided in this Switch Kit, including helpful tips and forms that can be sent to your employer and others.



### **OPEN YOUR NEW ACCOUNT.**

Apply online in minutes or visit your local branch to open your new DuPont Community Credit Union account.

Switch your direct deposits and automatic withdrawals.



**IF YOU HAVE ANY AUTOMATIC TRANSACTIONS**, use the provided forms to seamlessly switch them to DuPont Community Credit Union.

Remember to move all your payments from former credit or debit cards when new credit and debit cards become available.



### **CLOSE YOUR OLD ACCOUNT.**

Print and complete the account closing form after you verify all items have cleared and any direct deposits and deductions are going to your new account. Keep your records.

**If you have any questions, you can call us or stop by a branch!**

# DIRECT DEPOSIT AUTHORIZATION



Use this form to authorize your employer, retirement and pension funds, or any other agency to deposit your payment directly into your DuPont Community Credit Union account. **Use one form for each deposit. Some companies may require use of their own forms, so check with them or visit their website.**

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

Address: \_\_\_\_\_

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

**I WANT MY DEPOSITS TO BE DIRECT DEPOSITED TO MY ACCOUNT AT DUPONT COMMUNITY CREDIT UNION. PLEASE USE THE FOLLOWING INFORMATION TO MAKE THAT CHANGE:**

Name on Account: \_\_\_\_\_

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

Net Pay or  Deposit Amount: \$ \_\_\_\_\_

**PLEASE DEPOSIT TO MY DUPONT COMMUNITY CREDIT UNION ACCOUNT:**

Effective:  Immediately  Beginning (mm/dd/yy) \_\_\_\_\_

Account Type: Savings  Checking

**ROUTING/ABA#: 251483311**

**SEND TO:**

DuPont Community Credit Union  
P.O. Box 1365  
Waynesboro, VA 22980  
540.946.3200

**IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME:**

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# AUTOMATIC TRANSACTIONS CHANGE FORM



Use this form to send to the company or payee where you currently have automatic transactions set up on your bank account. This would include: utility and credit card companies, mortgage and loan payments, etc. **Note: You will need to fill out a different form for each company/payee. Some companies may require use of their own forms, and many companies make it easy to change your account on record online at their website.**

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

Address: \_\_\_\_\_

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

## TO WHOM IT MAY CONCERN:

Currently you are withdrawing an automatic payment in the amount of \$ \_\_\_\_\_

on the \_\_\_\_ day of each month from the account listed below:

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

Routing Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

## I AM ASKING THAT YOU STOP WITHDRAWING THE PAYMENT FROM THE ABOVE ACCOUNT AND BEGIN WITHDRAWING IT FROM THE ACCOUNT LISTED BELOW:

New Account Information:

Financial Institution: DuPont Community Credit Union

Routing Number: 251483311 Account/MICR Number: \_\_\_\_\_

Account Type: Savings  Checking

## IF YOU HAVE ANY QUESTIONS CONCERNING THIS REQUEST, PLEASE CONTACT ME AT:

Phone number: \_\_\_\_\_

Sincerely,

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

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

# ACCOUNT CLOSING REQUEST



Use this form to close the account(s) at your current financial institution. Be sure to leave sufficient funds in your account long enough for any outstanding checks and automatic withdrawals to clear. **Once all transactions have posted to your account and you are ready to close it, complete this form and mail it to your current financial institution. Some financial institutions may require use of their own forms.** You are not required to close any account. If you choose to close any existing account(s), you would be responsible for this process and applicable fees or charges.

Current Financial Institution: \_\_\_\_\_

Address: \_\_\_\_\_

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

## TO WHOM IT MAY CONCERN:

Please close my account(s) below effective \_\_\_\_\_ (dd/mm/yy)

Account Number: \_\_\_\_\_ Account Owner \_\_\_\_\_

## PLEASE SEND THE REMAINING FUNDS TO:

Financial Institution: DuPont Community Credit Union

Address: P.O. Box 1365

City, State, Zip: Waynesboro, Virginia 22980

Routing Number: **251483311** Account/MICR Number: \_\_\_\_\_

Account Type: Savings  Checking

Name: \_\_\_\_\_

Account Owner Signature: \_\_\_\_\_ Date \_\_\_\_\_

Address: \_\_\_\_\_

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

# FREQUENTLY ASKED QUESTIONS (FAQS)



Our goal is to provide a valuable information resource to cover the most frequently asked questions concerning our Switch Kit.

## Q: WHAT IS A SWITCH KIT?

**A:** The Switch Kit assists you in closing an account at another financial institution, transfers the funds to your new DuPont Community Credit Union (DCCU) account, and enables you to change any direct deposits or automatic payments from your current account(s) to your DCCU account(s). The Switch Kit also contains easy-to-follow steps, along with account transfer paperwork, which will help you make the switch from your current financial institution to DCCU straightforward and trouble-free.

## Q: WHO CAN USE THE SWITCH KIT?

**A:** Anyone who desires to switch their account(s) from another financial institution to DCCU may utilize the Switch Kit.

## Q: DO I HAVE TO BE A MEMBER OF DUPONT COMMUNITY CREDIT UNION TO USE THE SWITCH KIT?

**A:** Yes, you will need to open an account with DCCU prior to using the Switch Kit. This lets you determine where to send all of your payments and to notify your employer or other sources where to send your direct deposits. Before you close your current account(s), it may take more than one statement cycle for all of your checks, automatic payments, and withdrawals to clear or be updated at your current financial institution. You will need to determine how much money should remain in your account(s) to cover any pending transactions and possible fees.

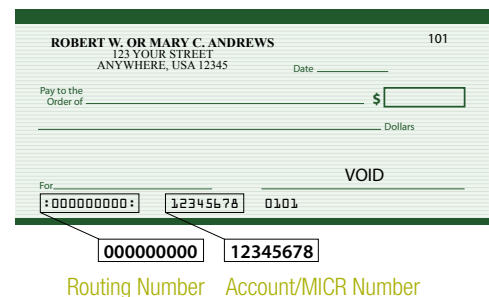
## Q: WHAT INFORMATION WILL I HAVE TO KNOW WHEN COMPLETING THE SWITCH KIT?

**A:** You will need the following information:

- Your account/MICR number where you are transferring the funds from.
- Your DCCU account/MICR number where you are transferring the funds to.
- Name, address, and account/MICR number of the direct deposit and automatic payment companies you are currently using.

## Q: WHERE CAN I FIND MY ACCOUNT/MICR NUMBER?

- A:**
- By looking at an existing check - routing and Account/MICR information can be found at the bottom of your personal checks.
  - From Online Banking - log in to your Account and click on your Savings or Checking Account. Under the Account Details section on the right hand side of the screen, click "Show Direct Deposit Info".
  - From Mobile Banking - log in to your Account and click on the menu button in the top left hand corner. Select "Alerts & Settings", then "Direct Deposit Info".
  - Give us a call - we will be happy to assist you.



**Q: TO WHOM SHOULD I SEND THE AUTOMATIC TRANSACTIONS CHANGE FORM?**

**A:** The Automatic Transactions Change Form can be sent to all of the companies that automatically deduct payments from your account. You are responsible for monitoring and/or following up with the companies this form is provided to.

**Q: TO WHOM SHOULD I SEND THE CHANGE OF DIRECT DEPOSIT AUTHORIZATION FORM?**

**A:** The Direct Deposit Authorization Form can be sent to all companies (including company pension or retirement) that automatically make deposits into your account. You are responsible for monitoring and/or following up with the companies this form is provided to.

**Q: I CURRENTLY RECEIVE DIRECT DEPOSIT OF MY FEDERAL BENEFITS. CAN I SWITCH THE DIRECT DEPOSIT OF MY FEDERAL BENEFITS TO MY DCCU ACCOUNT?**

**A:** Yes, we generally can switch the direct deposit of your Federal Benefits such as Social Security, Civil Service Retirement, Veterans Benefits, and much more from your previous financial institution account to your DCCU account. Just let us know that you are currently receiving Federal Benefit payments and, in most instances, we can make this change for you. If additional information is needed, we will contact you.

**Q: WHEN SHOULD I SEND THE ACCOUNT CLOSING FORM?**

**A:** The Account Closing Form can be sent after your automatic payments, direct deposits, outstanding debit card transactions and checks have cleared at your previous financial institution. Please confirm that requested automatic payments and direct deposits are being processed through your DCCU account. The Account Closing Form is an official notification to close your account(s) at the other financial institution. Some financial institutions may require use of their own forms. If you choose to close any existing accounts, you would be responsible for this process and applicable fees or charges.

**Q: WHO CAN I CONTACT IF I NEED HELP WITH THE SWITCH KIT?**

**A:** If you have any questions or require further assistance, please call us or stop by any Member Center location.