



# Delivering Value. For Life.

## SWITCH KIT Instructions

*Bringing a new customer into Oxford Bank is a privilege for us! It's our first opportunity to really demonstrate the care, trust and personal attention we give to our customers. Therefore, we want to make it as easy as possible for our customers to switch to Oxford Bank. It's our goal to help customers close their old bank account(s) and set up their new accounts with direct deposit, automatic bill payments and automatic withdrawals. Following are the instructions and forms for you to use to help make the switch for your customers:*

1. Tell Customer to stop using the old bank account

- Help customer calculate the amount they should leave in the old account to cover all outstanding checks and automatic payments that have not cleared.
- Offer to shred all unused checks, deposit tickets, ATM and debit cards.

2. Help customer switch Direct Deposits

- Complete "Change in Direct Deposit" form and give to customer for their payroll department.
- If customer gets Social Security call **1-800-772-1213** or go on to their website with customer to change the Direct Deposit.
- If customer receives pay from the military, help them log on to myPay.com.

3. Help customer change automatic payments/set up bill payment

- Set up all of bills on Bill Payer. If customer receives some benefit for allowing an automatic debit like a reduced interest rate on loan, we will complete the "Change in Automatic Payments" form(s) which will change all automatic withdrawals and automated payment services.
- Explain it is safer for you to use our Bill Pay service to pay companies like DTE Energy instead of allowing them to direct debit bank account. The reason is if DTE has a billing glitch then they may draft the account for much more than owed. While this can be cleared up, it will be inconvenient and take time.

4. Help customer close old account

- Complete the "Authorization to Close Account" form and sent it to the previous financial institution to close old account(s).
- After all checks have cleared from previous financial institution, they will send a check for the remaining balance.



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## SWITCH KIT – New Account Information

### INDIVIDUAL ACCOUNT

Name\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_

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

Mailing Address (if different)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Home Phone\_\_\_\_\_

Work Phone\_\_\_\_\_

### PRIMARY ACCOUNT HOLDER INFORMATION

Social Security #\_\_\_\_\_

Driver's Lic. #\_\_\_\_\_

State\_\_\_\_\_ Exp. Date\_\_\_\_\_

Date of Birth\_\_\_\_\_

Employer\_\_\_\_\_

Email Address\_\_\_\_\_

### JOINT ACCOUNT

Name\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_

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

Mailing Address (if different)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Home Phone\_\_\_\_\_

Work Phone\_\_\_\_\_

### JOINT ACCOUNT HOLDER INFORMATION

Social Security #\_\_\_\_\_

Driver's Lic. #\_\_\_\_\_

State\_\_\_\_\_ Exp. Date\_\_\_\_\_

Date of Birth\_\_\_\_\_

Employer\_\_\_\_\_

Email Address\_\_\_\_\_



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## SWITCH KIT – Change in Direct Deposit

Date \_\_\_\_\_

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

Address \_\_\_\_\_

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

You are currently depositing \_\_\_\_\_

Deposit type – paycheck, social security, military, etc.

Into the following account \_\_\_\_\_

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

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

I authorize you to redirect this automatic deposit into my new account, effective

\_\_\_\_\_  
Date

### **NEW BANK**

**Oxford Bank**

**Routing Number 072404333**

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

If you have any questions, please contact me at the following number:

\_\_\_\_\_  
Customer Phone Number

Sincerely,

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Address \_\_\_\_\_

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

Print as many forms as needed, one for each direct deposit. Attach a deposit ticket or voided check from your **new** Oxford Bank account.



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## SWITCH KIT – Change in Automatic Payments

Date \_\_\_\_\_

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

Address \_\_\_\_\_

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

Current Withdrawal Amount \$ \_\_\_\_\_

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

For \_\_\_\_\_ on the \_\_\_\_\_ day of each month.

Reason

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

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

I authorize you to:

Stop making withdrawals from the above account on: \_\_\_\_\_

Date

Start making withdrawals from my new account on: \_\_\_\_\_

Date

**Oxford Bank**      **Routing # 072404333**      **Account #** \_\_\_\_\_

If you have any questions, please contact me at the following phone number:

\_\_\_\_\_

Customer phone number

Sincerely,

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Address \_\_\_\_\_

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

Please print as many forms as needed. Attach a copy of a deposit ticket or voided check from the new account with Oxford Bank.



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## SWITCH KIT – Authorization to Close Account Form

To: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Financial Institution

Street Address

City, State, Zip

Please accept this letter as authorization to close the account(s) indicated below:

\_\_\_\_\_ Please send me a check for the remaining balance. OR

\_\_\_\_\_ Please send Oxford Bank (072404333) a check for the reaming balance at:  
Oxford Bank, PO Box 60, Oxford, MI 48371

Please close my:

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

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

\_\_\_\_\_  
Other

If you have any questions regarding this request, please call me at: \_\_\_\_\_

Customer Phone Number

Sincerely,

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Street Address

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

\_\_\_\_\_  
Phone Number