

SWITCHKIT

Getting Started

Welcome to NESC Credit Union

Thank you for choosing NESC Credit Union to be your partner. We look forward to serving all your financial needs. This Switch Kit will help make the transition to your new account as easy as possible. Inside you will find easy-to-follow instructions and forms to move your Direct Deposits and Automatic Payments to your new account with NESC Credit Union.

Follow these simple steps to begin your partnership with NESC Credit Union:

1 **Open your new account with NESC Credit Union.** Visit any of our branch locations and speak with a customer service representative to understand what type of account best fits your unique needs.

2 **Get organized.** The transition will go as smoothly as possible if you are able to organize in one place all your transactions that will be switched to your new account. That's just what this Switch Kit is designed to help you do!

3 **Move your Direct Deposit(s) to your new account.** Notify your employer, Social Security or any other source depositing funds into your old account that you will be moving your funds to your new account with NESC.

4 **Move your Automatic Payments.** Transfer all Automatic Payments, such as mortgage/rent, utilities, insurance, gym membership, etc., from your old account to your new account with NESC Credit Union.

5 **Close the account at your previous financial institution.** After all your Direct Deposits are going into your new account and all your Automatic Payments are being deducted from your new account, you can close your account at your previous financial institution. Be sure to verify that any outstanding checks have cleared prior to closing the account.

Member Contact Center

244 Pleasant Street
Methuen, MA 01844
P: 978.688.8800
F: 978.327.5110
Monday – Friday, 8:30 am – 5:00 pm
Saturday, 8:30 am – 12:30 pm

Lawrence Branch

14 Amesbury Street
Lawrence, MA 01840
P: 978.688.8800
F: 978.687.1230
Monday – Friday, 8:30 am – 5:00 pm
Saturday, 8:30 am – 12:30 pm

Methuen Branch

244 Pleasant Street
Methuen, MA 01844
P: 978.688.8800
F: 978.687.6600
Monday – Friday, 8:30 am – 5:00 pm
Saturday, 8:30 am – 12:30 pm

Surcharge-Free ATMs

Find an ATM near you at www.sum-atm.com.



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Direct Deposit Request Instructions

Direct Deposit Request Form

Complete this form to provide written authorization to your employer, or to any company that is automatically depositing funds into your current bank account (for payroll, pension, dividends, etc.), that you would like to switch your deposits to a new account. Some employers may provide you with their own standard form. Before you send out the form, be sure to check with your employer or other source of income to make sure no other forms are required.

COMPANY INFORMATION

Company Name: _____

Address: _____ City/State/ZIP: _____

I have recently changed financial institutions and would like to update my Direct Deposit information. Please discontinue Direct Deposits into my previous account and begin making Direct Deposits into my new account at NESC Credit Union. If you have any questions regarding this matter, please contact me by mail or call me at the phone number provided below. I am aware that some automatic deposits may require advance notice of changes and that, depending on the timing of this request, my next deposit may not be sent to my new bank account.

AUTHORIZATION

Signature: _____

Date: _____ Phone: _____

AUTOMATIC PAYMENT INFORMATION

Name: _____

Account Number With Company: _____

Employee ID # and/or Social Security Number: _____

Address: _____ City/State/ZIP: _____

Former Financial Institution: _____

NEW Financial Institution: NESC Credit Union

NEW Routing Number: 211380302

NEW Account Number: _____

Note: Attach a VOIDED check from your new account at NESC Credit Union when submitting this form.

DIRECT DEPOSIT CHECKLIST

Use your previous bank statements and the helpful checklist below to identify the Direct Deposits you need to switch to your new account at NESC Credit Union.

- Employee Payroll
- Pension/Retirement
- Social Security
- Supplemental Security Income
- VA Compensation
- Interest Income
- Investment Income
- Dividends
- Other

After you send the Direct Deposit Request Form, do the following:

1. Confirm with your employer or other source of income that forms were received and processed.
2. Maintain your former accounts (where the deposits were going) until the switch is complete.
3. Monitor your new account at NESC Credit Union through Online and/or Mobile Banking or call a customer service representative at 978.688.8800 to verify receipt of your Direct Deposit(s).

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Automatic Payment Request Instructions

Automatic Payment Request Form

Complete this form to provide written authorization to any company that is automatically withdrawing funds from your current bank account (for loan payments, insurance premiums, health club memberships, utilities, etc.) to begin using your new account at NESC Credit Union.

COMPANY INFORMATION

Company Name: _____

Address: _____ City/State/ZIP: _____

RE: Switching My Automatic Payments to a New Account

ATTN: Accounts Receivable/Accounting

I have recently changed financial institutions and would like to update my Automatic Payment information. Please discontinue my current debit arrangement and begin making automatic withdrawals from my new account at NESC Credit Union. If you have any questions regarding this matter, please contact me by mail or call me at the phone number provided below. I am aware that some automatic withdrawals may require advance notice of changes and that, depending on the timing of this request, my next Automatic Payment may not be withdrawn from my new bank account.

Thank you for your prompt assistance in this matter.

AUTHORIZATION

Signature: _____

Date: _____ Phone: _____

AUTOMATIC PAYMENT INFORMATION

Name: _____

Account Number With Company: _____

Address: _____ City/State/ZIP: _____

Former Financial Institution: _____

Former Routing Number: _____ Former Account Number: _____

Amount of Debit: _____

NEW Financial Institution: NESC Credit Union

NEW Routing Number: 211380302 NEW Account Number: _____

Amount of Debit: _____

Note: Attach a VOIDED check from your new account at NESC Credit Union when submitting this form.

AUTOMATIC PAYMENT CHECKLIST

Use your previous bank statements and the helpful checklist below to identify the Automatic Payments you need to switch to your new account at NESC Credit Union. Additionally, you may want statements or information for loans, insurance, health clubs, utilities, etc., that you have set up with Automatic Payments at your previous financial institution.

- Mortgage/Rent
- Auto Loan
- Insurance
- Electric
- Telephone
- Cable/TV
- Cellphone
- Gas/Oil
- Water
- Internet
- Credit Card
- Daycare
- Tuition
- Trash Removal
- Other

After you have sent the Automatic Payment Request Form, do the following:

1. Confirm with companies that forms were received and processed.
2. Maintain your former accounts until the switch is complete.
3. Monitor your new account at NESC Credit Union through Online and/or Mobile Banking or call a customer service representative at 978.688.8800 to verify debits have been posted.

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Account Closing Request Instructions

1. Check with your former financial institution to make sure that no additional information or forms are required.
2. If multiple accounts are involved, please complete a separate form for each account.
3. Inquire about any possible penalties with respect to early withdrawal before you close the account. If the account you are closing is a Certificate of Deposit (CD), it is important to check the maturity date. You may want to delay the switch of a CD to avoid penalties.
4. Verify that all checks and Automatic Payments have cleared prior to submitting the Account Closing Request Form.
5. Be sure that all automatic transactions have made the switch to your new account at NESC Credit Union prior to submitting the Account Closing Request Form.

Account Closing Request Form

Complete this form to provide written authorization to your former financial institution to close the account noted below.

ATTENTION

Financial Institution: _____

Address: _____ City/State/ZIP: _____

Account Number: _____

Account Type (circle one): Checking Savings Other

Primary Name on Account: _____

Last Four Digits of SSN: _____

Secondary Name on Account: _____

Last Four Digits of SSN: _____

Please send all closing balances to the following:

Name: _____

Address: _____ City/State/ZIP: _____

Phone: _____ Email: _____

Please accept this as authorization to close my account with your institution. Please send a cashier's check in my name, the primary accountholder, for the amount of my account balance, along with any applicable accrued interest. If you have any questions regarding this matter, please call me at the phone number listed above.

Thank you for your prompt assistance in this matter.

Sincerely,

AUTHORIZATION

Primary Accountholder Signature: _____

Date: _____

Secondary Accountholder Signature: _____

Date: _____

HELPFUL PHONE NUMBERS AND WEBSITES

Social Security Administration
800.772.1213 | www.ssa.gov

Department of Veterans Affairs
800.827.1000 | www.va.gov

Army, Navy, Air Force, Marines Retirement
800.321.1080 | www.dfas.mil

Civil Service/Government Retirement
888.767.6738 | www.opm.gov/retirement-services/contact-retirement

Massachusetts Public Retirement Systems
www.mass.gov/massachusetts-public-retirement-systems

Lawrence Retirement Board
978.620.3570 | www.lawrenceretirement.net

After sending the Account Closing Request Form, do the following:

1. Check account statements from your former financial institution to verify that accounts have a zero balance and have been closed.
2. Enjoy your new account(s) at NESC Credit Union and all the great services that we have to offer!