

VOLUNTEER



FEDERAL

**108 Main Street
Madisonville, TN 37354
423-442-4545**

**4650 New Highway 68
Madisonville, TN 37354
423-442-8866**

**906 New Hwy 68
Sweetwater, TN 37874
423-337-9326**

**415 E. North Street
Sweetwater, TN 37874
423-337-3737**

**111 Cherohala Skyway
Tellico Plains, TN 37385
423-253-3535**

**1111 Highway 411
Vonore, TN 37885
423-884-6464**

www.volfed.com

Switching Accounts



VOLUNTEER



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Welcome to Volunteer Federal !

On behalf of all of us at Volunteer Federal, thank you for entrusting us with your checking account. In an effort to make your transition as smooth as possible, we have developed this Switch Kit to advise and assist you in completing the tasks necessary before closing your old account.

Before you begin, it is recommended that you maintain your old account until all of your direct deposit and automatic payment transfers have successfully transitioned to your Volunteer Federal checking account. Please be certain to keep enough funds in your old account to cover any outstanding checks and automatic payments. Remember also to update any online, telephone, or utility bill payment service with your new account information. Should you have any questions about this process, our customer service representatives will be more than happy to assist you. Below, you will find the information you need to complete your transition to Volunteer Federal along with the contact information of your customer service representative.

Volunteer Federal's Bank Routing Number: 2 6 4 2 - 7 1 4 6 - 8

Your New Checking Account Number: _____

Customer Service Representative: _____

Branch Location: _____

Telephone Number: _____

Important Phone Numbers (for your convenience):

Social Security Administration 800-772-1213

Civil Service/Retirement 888-767-6738

Veteran's Administration 800-827-1000

Army, Navy, Air Force, Marines Retirement 800-321-1080

Transferring Your Direct Deposits

Use account statements from your former institution to identify all of your direct deposit originators. A direct deposit originator is defined as an organization, agency, or company currently processing direct deposits into your account.

1. For each originator, you will need to complete the name, address, and account number (if applicable) on the top portion of the enclosed *Transfer of Direct Deposit* form.
2. Include your information, your new account information, signature, and telephone number to complete the *Transfer of Direct Deposit* form for each direct deposit originator. Please don't forget to sign each form before mailing. Your original signature is required to authorize your direct deposit transfer request.
3. Use the checklist provided under "Staying on the Right Track" to help monitor the progress of your direct deposit transfers.
4. Mail or deliver the forms to your direct deposit originator and begin reviewing statements on your old account and on your Volunteer Federal account for signs of successful transfers. Do not close your old account until all of your direct deposit transfers have been completed.

If you do not currently use direct deposit and wish to begin using direct deposit with your new account, please contact your Volunteer Federal Customer Service Representative for additional information.

Transferring Your Automatic Payments

Use account statements from your former institution to identify all automatic payments made from your old account. An automatic payment is defined as a pre-authorized payment made to a "payee" that is deducted automatically from an account to pay recurring bills. Many people use automatic payments for their utility bills, insurance premiums, loans, etc. Keep in mind some automatic payments may be taken out at different time intervals (monthly, quarterly, or semi-annually). Please be sure you are aware of all the automatic payments made from your old account.

If your old account is with Volunteer Federal, and you are transferring to another one of our account products, your Customer Service Representative will be able to assist you in gathering the account information you need to research and transfer your automatic payments.

1. For each payee, you will need to complete the name, address, and account number (if applicable) on the top portion of the enclosed *Transfer of Automatic Payment* form.
2. Include your information, your new account information, signature, and telephone number to complete the *Transfer of Automatic Payment* form for each of your "Payees." Please don't forget to sign each form before mailing. Your original signature is required to authorize your automatic payment transfer requests.
3. Use the checklist provided under "Staying on the Right Track" to help monitor the progress of your automatic payment transfers.
4. Mail or deliver the forms to your payees and begin reviewing statements on your old account and on your Volunteer Federal accounts for signs of successful transfers. Do not close your old account until all of your automatic payment transfers have been completed.

Closing Your Former Account

Before you close your old checking account, balance your old checkbook to make sure all outstanding checks have cleared and verify that your next scheduled direct deposit(s) and/or automatic payment(s) will be made to your Volunteer Federal account. For those of you who have safe deposit boxes at your former institution, please be advised that some banks may require you to keep a checking account along with your safe deposit box. If this applies to you and you have not already made arrangements for a safe deposit box with us, please contact your Volunteer Federal Customer Service Representative before closing your old checking account.

Once you have verified that all of your direct deposit and automatic payment transfers have successfully switched to your Volunteer Federal account, you can start closing your old account. We recommend you do this in person, if possible, by visiting your former institution (it may also be possible to close your account online). If, however, you are unable to close your account in person or online, complete the *Request for Account Closure* form and mail it to your former financial institution.

What to Do with Your Old Checks

As a service to all of our accountholders, you can bring your old checks by any of our branches and request to have them shredded securely and safely.

Need Additional Forms?

If you require more forms than what is provided, please ask your Volunteer Federal Customer Service Representative for additional copies. Of course, you are more than welcome to make additional copies yourself.

Staying on the Right Track

1. Direct Deposit Transfers

- Originator: _____
Date Sent: _____
- Originator: _____
Date Sent: _____
- Originator: _____
Date Sent: _____
- Originator: _____
Date Sent: _____

2. Automatic Payment Transfers

- Payee: _____
Date Sent: _____
- Payee: _____
Date Sent: _____
- Payee: _____
Date Sent: _____
- Payee: _____
Date Sent: _____

3. Account Closure

- Former Bank: _____
Old Account #: _____
Date Closed: _____

**TRANSFER OF
DIRECT DEPOSIT**

| | | |
|------------|--------------------|-----------------------------|
| ORIGINATOR | ORIGINATOR ADDRESS | ACCOUNT # (with Originator) |
| YOUR NAME | YOUR ADDRESS | |

Please consider this request, indicated by my original signature, as a formal authorization to process any pending and future direct deposits to my new account with VOLUNTEER FEDERAL SAVINGS AND LOAN.

ROUTING NUMBER: **2642-7146-8**
ACCOUNT NUMBER: _____

If additional information is needed, please contact my Customer Service Representative at _____.

| | | |
|----------------|------|-------------------------|
| YOUR SIGNATURE | DATE | AREA CODE AND TELEPHONE |
|----------------|------|-------------------------|



**TRANSFER OF
DIRECT DEPOSIT**

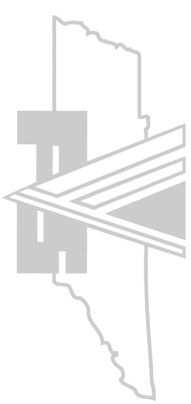
| | | |
|------------|--------------------|-----------------------------|
| ORIGINATOR | ORIGINATOR ADDRESS | ACCOUNT # (with Originator) |
| YOUR NAME | YOUR ADDRESS | |

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ACCOUNT NUMBER: _____

If additional information is needed, please contact my Customer Service Representative at _____.

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DIRECT DEPOSIT**

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| | | |
|----------------|------|-------------------------|
| YOUR SIGNATURE | DATE | AREA CODE AND TELEPHONE |
|----------------|------|-------------------------|



TRANSFER OF AUTOMATIC PAYMENT

| | | |
|------------|--------------------|-----------------------------|
| ORIGINATOR | ORIGINATOR ADDRESS | ACCOUNT # (with Originator) |
| YOUR NAME | YOUR ADDRESS | |

Please consider this request, indicated by my original signature, as a formal authorization to process any pending and future payments from my new account with VOLUNTEER FEDERAL SAVINGS AND LOAN.

ROUTING NUMBER: **2642-7146-8**
ACCOUNT NUMBER: _____

If additional information is needed, please contact my Customer Service Representative at _____.

| | | |
|----------------|------|-------------------------|
| YOUR SIGNATURE | DATE | AREA CODE AND TELEPHONE |
|----------------|------|-------------------------|



TRANSFER OF AUTOMATIC PAYMENT

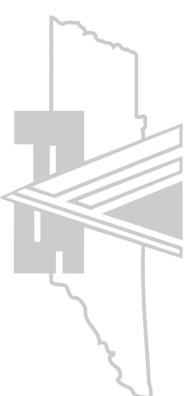
| | | |
|------------|--------------------|-----------------------------|
| ORIGINATOR | ORIGINATOR ADDRESS | ACCOUNT # (with Originator) |
| YOUR NAME | YOUR ADDRESS | |

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ROUTING NUMBER: **2642-7146-8**
ACCOUNT NUMBER: _____

If additional information is needed, please contact my Customer Service Representative at _____.

| | | |
|----------------|------|-------------------------|
| YOUR SIGNATURE | DATE | AREA CODE AND TELEPHONE |
|----------------|------|-------------------------|



TRANSFER OF AUTOMATIC PAYMENT

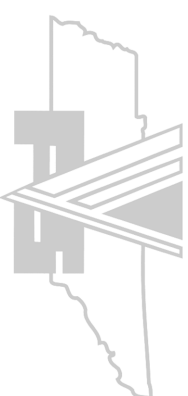
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