

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

- **What is a Switch Kit?**
- **Who can use the Switch Kit?**
- **Do I have to be a customer of American Bank to use the Switch Kit?**
- **What information will I have to know when completing the Switch Kit?**
- **Who should I send the change of Automatic Payment Authorization Letter to?**
- **Who should I send the change of Direct Deposit Authorization Letter to?**
- **I currently receive direct deposit of my Federal Benefits. Can I switch the direct deposit of my Federal Benefits to my American Bank account?**
- **When should I send the Account Closing Letter?**
- **Who can I contact if I need assistance?**

**Q: *What is a Switch Kit?***

The Switch Kit assists you in closing an account at another financial institution, transfer the funds to your new American Bank account, and enables you to change any direct deposits or automatic payments from your current account(s) to your American Bank 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 American Bank straightforward and trouble-free.

**Q: *Who can use the Switch Kit?***

Anyone who desires to switch their account(s) from another financial institution to American Bank may utilize the Switch Kit.

**Q: *Do I have to be a customer of American Bank to use the Switch Kit?***

Yes, you will need to open an account with American Bank 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.

**Q: *What information will I have to know when completing the Switch Kit?***

You will need the following information when completing the Switch Kit:

- Your account number where you are transferring the funds *from*
- Your American Bank account number where you are transferring the funds *to*
- Name, address, account number of the Direct Deposit and Automatic Payment companies you are currently using (refer to the catalog of conventional automatic payments and direct deposits displayed on the “Switch Kit Checklist” page for a listing of commonly used payments and deposits)

***Q: Who should I send the change of Automatic Payment Authorization Letter to?***

The Automatic Payment Authorization Letter can be sent to all of the companies that automatically deduct payments from your account.

***Q: Who should I send the change of Direct Deposit Authorization Letter to?***

The Direct Deposit Authorization Letter can be sent to all companies (including company pension or retirement) that automatically make deposits into your account.

***Q: I currently receive direct deposit of my Federal Benefits. Can I switch the direct deposit of my Federal Benefits to my American Bank account?***

Yes, without you completing any forms or directly contacting the respective Federal Agency, 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 American Bank account. Just let us know that you are currently receiving Federal Benefit payments and, in most instances, we can make this change for you.

***Q: When should I send the Account Closing Letter?***

The Account Closing Letter can be sent after your automatic payments and direct deposits have cleared at your previous financial institution and you have confirmed all of those automatic payments and direct deposits are being processed through your American Bank account. The Account Closing Letter is an official notification to close your account(s) at the other financial institution.

***Q: Who can I contact if I need help with the Switch Kit?***

If you have any questions or require further assistance, please contact a member of our Customer Service team by phone at 610.366.1800 or toll free 1.888.366.6622. It is our pleasure to assist you.