



Thank you for choosing Vigilant Federal. Enclosed you will find everything you need to switch your checking account from your current financial institution to Vigilant Federal. After completing the six EASY steps outlined below, your switch will be complete!

**Step 1:** Open a checking account with Vigilant Federal. You must come to the Bank in person to open the account and be a Maryland resident.

**Step 2:** Stop using the account at the bank you are switching from (please note – you should leave the account open until all direct deposits and automatic payments have successfully switched to Vigilant Federal...We'll help you with this!

**Step 3:** Re-route all of your direct deposits to your account at Vigilant Federal by using the enclosed Automatic Deposit Authorization Form.

**Step 4:** Change all of your automatic payments to your account at Vigilant Federal by using the enclosed Automatic Payment Authorization Form.

**Step 5:** Sign up for free, easy-to-use Online Banking by logging into the Online Banking section of our website at [www.vigilantfederal.com](http://www.vigilantfederal.com)

**Step 6:** Close your former account simply using the attached Authorization to Close Account Form.

That's it! It's really that simple! In no time, you will have switched banks.

Thank you for choosing Vigilant Federal. If we can be of any assistance throughout this transition, don't hesitate to call us at 410-686-5940 ext 2.

Welcome to the Family!

Melissa A. Schmitz  
*Branch Manager/AVP*  
*Vigilant Federal*



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[www.vigilantfederal.com](http://www.vigilantfederal.com)

## *Frequently Asked Questions*

*Q. Who do I call if I have questions?*

A. If you have any questions regarding your new account, switching your automatic payments or automatic deposits to your new account, or what to do with the enclosed account form, please call the branch at 410-686-5940 option 2.

*Q. What if my request to switch accounts is not accepted?*

A. On the authorization forms, your contacts are requested to notify you or a bank representative if the form you submit is not sufficient to change or establish direct deposit or automatic bill payment.

*Q. What is a direct deposit (ACH credit)?*

A. Direct deposit is a quick, easy and secure method of receiving funds into your account. For example, you can receive your payroll, government benefits, and investment dividends by direct deposit. Small business owners can also receive credit card settlements and account receivable payments. The funds are received and deposited electronically into your bank account.

*Q. When will my direct deposit start?*

A. It normally takes 2 or 3 cycles to start a new direct deposit. For example, if you decide to direct deposit your payroll check into your new account, the direct deposit will most likely not go into your new account for 2 or 3 cycles. The same applies for your existing direct deposit, so you will want to make sure you keep the account open that you are switching from until you know that your new account is receiving your deposits.

*Q. What is an automatic bill payment (ACH debit)?*

A. Automatic bill payment is a convenient way to pay different types of companies, such as electric, gas, telephone, loans, credit cards, insurance, etc. Usually, these automatic debits are set up with a

specific company by giving them a voided check and a date to take out your payment that is due to that company. These types of transactions are sent through your account electronically on the date and for the amount that you specify.

*Q. When will my bill automatically start paying from my new account?*

A. Generally, it takes 2 to 3 billing cycles for your transaction to be switched over or started. When you contact your billing company, request that they take your payment from your new account. The charges may not come out for the first 2 to 3 billing cycles after your request. That is why it is important to leave your original account open until you have verified that all necessary switches have been made. This means you could have a checking account open at two different banks at the same time. Once the switch has been verified, you can close your old account.

*Q. How can I verify that my automatic bill payment (debit) has been made?*

You can verify that your payments have started going through your new account by calling our **FAST Banking** Line at 1 866 844 5268 or by checking your monthly checking account statement. Once you have registered for Vigilant Federal Online Banking, you will be able to check your balance online at [www.vigilantfederal.com](http://www.vigilantfederal.com) 24 hours a day, 7 days a week. You will also want to verify with the billing company that they received your payment from your new account by checking your monthly billing statement or calling their customer service department at the phone number on your billing statement.

*Q. Can I switch my small business account?*

A. It is very easy to switch your business account and still maintain check-writing capabilities and access to your funds. Simply stop in at

any of our local branch locations and open your new Small Business Checking Account.

*Q. How do I switch my small business account?*

A. Simply fill out the appropriate form from switching any automatic payments (debits), any direct deposits (credit), and you will be on your way to switching your account activity. Once you open the account, you can move over the excess balances from your former bank business account (leaving you enough to cover any outstanding checks and automatic withdrawals), make all new deposits to your new business account, and start writing checks from it. Once everything has cleared in your former bank account and you have had all direct deposits and automatic withdrawals transferred to your new account, then you can close the former account.





***AUTOMATIC DEPOSIT AUTHORIZATION FORM***

Type of Automatic Deposit:     Employee Payroll                       Pension/Retirement  
     Social Security                       Investment Income                       Other (Please Specify)

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

To: \_\_\_\_\_                                      From: \_\_\_\_\_  
       \_\_\_\_\_                                      \_\_\_\_\_  
       \_\_\_\_\_                                      \_\_\_\_\_

This letter serves as the authorization to change my account information for automatic deposits in account number \_\_\_\_\_. I have opened an account at **VIGILANT FEDERAL** and the current account number that you are using will no longer be valid.

Effective immediately, the new information for direct deposit is as follows:

**Bank Routing Number:**                                      **252071780**  
**Customer's New Account Number:**                      \_\_\_\_\_ (nine digits)

If you have any questions regarding this matter, or if this letter is NOT sufficient enough to make this change, please contact me and remit all correspondence to the address referenced above.

Thank you for your assistance in this matter.

Sincerely,

\_\_\_\_\_

I hereby authorize the change to my account.

_____	_____	_____
Account Holder Signature	Date	Phone
_____	_____	_____
Account Holder Signature	Date	Phone

Member FDIC





**AUTOMATIC PAYMENT AUTHORIZATION FORM**

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

To: \_\_\_\_\_ From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This letter serves as the authorization to change the account information for automatic payments in the name(s) of \_\_\_\_\_, your customer account number \_\_\_\_\_. The customer has changed accounts to Vigilant Federal, and the current account number that you are using will no longer be valid.

Effective immediately, the new information is as follows:

**Bank Routing Number:** 252071780  
**Customer's New Account Number:** \_\_\_\_\_ (nine digit)

If you have any questions regarding this matter, or if this letter is NOT sufficient enough to make this change, please contact and remit all correspondence to the address referenced above.

Thank you for your assistance in this matter.

Sincerely,

I hereby authorize the change to my account.

\_\_\_\_\_  
Account Holder Signature                      Date                      Phone  
\_\_\_\_\_  
Account Holder Signature                      Date                      Phone

Member FDIC





**AUTHORIZATION TO CLOSE ACCOUNT**

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

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

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please accept this letter as authorization to close the account(s) listed below and transfer the balance plus any accrued interest to **VIGILANT FEDERAL**. Please reference my name and new Account number \_\_\_\_\_ on the check to insure proper credit.

Please make the check payable to Vigilant Federal for credit to the new account number.

Immediately close and transfer the balances in the following account(s):

Account # \_\_\_\_\_  Checking  Savings  Money Market

Account # \_\_\_\_\_  Checking  Savings  Money Market

Account # \_\_\_\_\_  Checking  Savings  Money Market

If you have any questions regarding this matter, or if this letter is NOT sufficient enough to make this change, please contact me and remit all correspondence to the address referenced above.

Sincerely,

\_\_\_\_\_

I hereby authorize the closing of this account and transfer of funds

\_\_\_\_\_  
Account Holder Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Account Holder Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Phone

Member FDIC

