

**WELCOME AND THANK YOU FOR CHOOSING CHARTER BANK!**

## *“Switching Made Simple”*

Let us work for you! With our *“Switching Made Simple”*, we have made it easy to move your accounts to Charter Bank. We know the amount of time and effort it takes to make a change and we want to make it smooth for you, our customer. Please follow the steps below to make the switch happen:

✓ **Complete the Customer Identification Questionnaire**

- Complete one form for each individual or business
- Businesses – complete the bottom portion

✓ **Review the Switch Checklist**

- Make note of your personal electronic transactions
  - Example: direct deposits, premium payments, monthly bill charges, etc.

✓ **Meet, at your convenience, with your personal customer service expert at the nearest location:**

- Charter Bank  
1721 Medical Park Drive, Ste 103  
Biloxi, MS 39532  
(228) 392-2330

- Charter Bank  
1511 Jackson Avenue  
Pascagoula, MS 39567  
(228) 762-3330

- Charter Bank  
2206 Bienville Boulevard  
Ocean Springs, MS 39564  
(228) 875-3933



### Customer Identification Questionnaire

Customer Name \_\_\_\_\_ SSN# \_\_\_\_\_  
 Date of Birth \_\_\_\_\_ Email \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 Home Phone # \_\_\_\_\_ Cell Phone# \_\_\_\_\_  
 Employer Name \_\_\_\_\_ Title / Occupation \_\_\_\_\_  
 Work Phone # \_\_\_\_\_ Work Fax # \_\_\_\_\_  
 Type of Identification \_\_\_\_\_ Identification Number \_\_\_\_\_  
 Issued by \_\_\_\_\_ Issue Date \_\_\_\_\_  
 Expiration Date \_\_\_\_\_

**Please indicate the services in which you are interested:**

Checking \_\_\_\_\_ Savings \_\_\_\_\_  
 Money Market \_\_\_\_\_ Christmas Savings \_\_\_\_\_  
 Certificate of Deposit \_\_\_\_\_ Loan \_\_\_\_\_  
 Internet Banking \_\_\_\_\_  
 Online Bill Pay \_\_\_\_\_  
 ATM Card \_\_\_\_\_  
 Visa Debit Card \_\_\_\_\_

\*\*\*Business Accounts require the following questions be answered to the best of the customer’s knowledge\*\*\*

Nature of Business \_\_\_\_\_  
 Anticipated Volume of Cash per day \_\_\_\_\_  
 Anticipated Average Balance \_\_\_\_\_  
 Anticipated Monthly Deposit Amount \_\_\_\_\_  
 Anticipated Monthly Withdrawal/Check Amount \_\_\_\_\_

Charter Bank does not sell or share your personal or financial information with any outside source. However, at times one of our employees may phone to inform you of recent product offers, promotions, or changes. If you do not wish to be contacted about these products, promotions, or changes, please check to opt out of any phone calls. Please do not contact me. \_\_\_\_\_ (Initials)



## CHECKLIST

“Let us help you make the switch easy and worry-free.”

Use this checklist to identify the companies you may need to notify about changing automatic transactions linked to your checking account or debit card.

### Direct Deposit

- ✓ Your employer’s human resource department
- ✓ The company handling your retirement or pension
- ✓ Social Security Administration

### Automatic Premium Payments

- ✓ Mortgage Company
- ✓ Homeowner’s Insurance
- ✓ Auto Insurance
- ✓ Life Insurance
- ✓ Other

### Automatic Charges

- ✓ Utility Companies
  - Mississippi Power
  - Singing River Electric
  - Pascagoula Utilities
  - Gautier Utility District
  - Moss Point Utilities
- ✓ Telephone Companies
  - AT & T
  - Verizon Wireless
  - Sprint
  - Cellular South
- ✓ Cable and Satellite Companies
  - Cable One
  - Direct TV
- ✓ Miscellaneous
  - Newspaper
  - Gym Membership
  - Internet Service



**CHANGE DIRECT DEPOSIT**

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

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

To Whom It May Concern:

I recently opened an account at Charter Bank and wish to provide transfer instructions for my direct deposit. Please use this letter as my official request to change my deposit.

Currently my payroll is being deposited into the following account:

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

Routing Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

**Please discontinue the above deposit and begin direct deposits into the following account:**

Bank Name: Charter Bank \_\_\_\_\_

Routing Number: 065506332 \_\_\_\_\_

Account Number: \_\_\_\_\_

If you have any questions about this request, please contact my Charter Bank Representative at the numbers below.

Thank you,

Signature \_\_\_\_\_

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

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

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

This authorization is to remain in effect until I send written notice of change or cancellation.



**CHANGE AUTOMATIC WITHDRAWAL**

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

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

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

To Whom It May Concern:

I recently opened an account at Charter Bank and wish to provide transfer instructions for my existing automatic payment. Please use this letter as my official request to cancel withdrawals from the account listed below:

You are currently withdrawing \$\_\_\_\_\_ from the following account:

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

Routing Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

**Please discontinue these withdrawals and begin withdrawals from the following account:**

Bank Name: Charter Bank \_\_\_\_\_

Routing Number: 065506332 \_\_\_\_\_

Account Number: \_\_\_\_\_

If you have any questions about this request, please contact my Charter Bank Representative at the numbers below.

Thank you,

Signature \_\_\_\_\_

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

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

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

This authorization is to remain in effect until I send written notice of change or cancellation.

**ACCOUNT CLOSING REQUEST**

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

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

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

To Whom It May Concern:

I recently opened an account with Charter Bank and wish to close my account(s) with your institution. Please use this letter as my official request to close my account(s) listed below.

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

Checking     Savings     Other

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

Checking     Savings     Other

**Please send a check for the remaining balance(s) to my attention at the address on the account, or if possible, the selected Charter Bank address below:**

1721 Medical Park Drive, Suite 103, Biloxi, MS 39532 – (228) 392-2330

1511 Jackson Avenue, Pascagoula, MS 39567 – (228) 762-2330

2206 Bienville Boulevard, Ocean Springs, MS 39564 – (228) 875-3933

If you have any questions about this request, please contact my Charter Bank Representative at the numbers below.

Thank you,

Signature \_\_\_\_\_

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

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

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



**INVITE YOUR FAMILY AND FRIENDS**

*You have made the switch to CHARTER BANK! Now, invite your family and friends to enjoy the experience. Let us know who we can contact on your behalf.*

~One-to-One; it's how we measure success~

**YOU ARE IMPORTANT**

Recently, I have experienced quality service at Charter Bank. I would like to personally invite you and your family to allow Charter Bank to service all of **YOUR** financial needs.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Invitation from: \_\_\_\_\_

**YOU ARE IMPORTANT**

Recently, I have experienced quality service at Charter Bank. I would like to personally invite you and your family to allow Charter Bank to service all of **YOUR** financial needs.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Invitation from: \_\_\_\_\_

**YOU ARE IMPORTANT**

Recently, I have experienced quality service at Charter Bank. I would like to personally invite you and your family to allow Charter Bank to service all of **YOUR** financial needs.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Invitation from: \_\_\_\_\_

