



Switch Kit

Establish your Arapahoe Credit Union account with seven easy steps!

For more information, contact a Member Services Representative at 303-740-7063.

Step # 1: Open Your Savings Account

Arapahoe Credit Union will make the initial opening deposit of \$5.00, excluding Consumers United Accounts. Interest is earned on savings balances over \$25.00. Complete a membership application (available online or at our main office) and provide a valid driver's license. Decide if the account will be individual or joint. (If joint, you'll need the information of the joint owner and their driver's license as well)

Step #2: Set Up Your New Free Checking Account

Arapahoe Credit Union's checking account has no minimum balance requirements or monthly service fees. Remember to sign up for a VISA debit card for purchases and ATM access, printed checks if you use them, and overdraft protection (based on approval).

Step #3: Sign Up for Free Online Banking and E-Statements

Visit our website, www.arapahoecu.org and go to the Online Banking Log-In Icon on the home page. Enter your member number and enter the security code as it appears in the box. Click on the New User button to get started. Re-enter your account number, the random code in the security box, and your PIN, which is the last 4 digits of your Social Security Number. Next you will create 3 security screening questions and answers to protect your accounts. The answers are case sensitive, so we suggest using all capital or all small letters. After you have signed on, your PIN may be changed under the "Options" tab. The new PIN needs to be six digits long and all numbers. Sign up for e-statements too and "go green" by having your statement emailed to you.

Step #4: Stop Using Your Old Checking Account and Transfer Items to Your ACU Account

Be sure to keep enough funds to cover anything you have outstanding in your old account, such as pending checks, automatic payments that have not yet been transferred to ACU or debit card transactions. Stop writing checks on the old account and don't use the ATM/debit card any longer. Be aware of closed account or minimum balance fees that may be charged to your old checking account while you are switching to your new one at ACU.

Step #5: Change Direct Deposit Information

Contact your payroll department to provide the new account information for your direct deposit by:

- Providing a voided check from the new account
- Providing **FORM D** (in this packet)

Remember to contact any retirement or pension plan administrators if you have funds deposited directly into your account. For Social Security or military changes, ask the Credit Union to assist you in facilitating the transfers as we have special forms to submit. Sometimes it takes time to activate the new direct deposit, so you might have to physically deposit one paycheck during the transfer.

Step #6: Switch all electronic transfers to Arapahoe Credit Union

Use the chart attached (Form B) to write a list of anyone that withdraws automatically from your savings or checking account and as well as anyone set up for automatic bill payment. Make sure to also include anyone that deducts your monthly bill by the debit or credit card. Some examples are:

Mortgage company	Leasing manager	Homeowner's insurance	Auto insurance
Life insurance	Vehicle payment	Utility companies	Telephone company
Cable company	Credit cards	Magazine subscriptions	Membership dues
Health benefits	Trash pickup	Investments	Health Club
Cell phone company	Loan payments	Holiday club	Vacation club

Withdrawals

Use one of the methods below to contact each company on the list that makes an automatic withdrawal from your old account:

1. Utilize the company's online account system to change payment information.
2. Contact the company by phone or mail.
3. Mail **FORM A** to that company.

Bill Payments

Register for Online Bill Pay by going to www.arapahoecu.org and clicking on the "Quick Links" and then "Online Bill Pay". The Online Bill Payment Enrollment Form will get you started. Your user name and password will be sent to your personal email, which you put on the enrollment form within 24 hours notifying you that the information is available via the online banking site.

Use the Bill Pay Chart that you created (Form B) and enter each bill's statement information into the ACU bill pay system at your convenience. It may be that it is easier to enter the information even if you are not paying the bill at that time. That way, when you're ready to pay the bill, all of the information is already set up. Remember to start the bill payment at LEAST 7 business days before the due date the first time you are sending out a new payment – this allows ample time for your payment to get to the company. For security purposes, destroy the Auto Pay/Bill Pay Chart once you've completed this step.

Step #7: Close the Old Account

When you're sure that the old account is inactive, (all checks and debit card activity have cleared, direct deposit and all automatic payments have transferred), submit FORM C to your previous financial institution. Then shred your old checks, ATM/Debit cards and deposit slips from your previous account or bring them to the credit union and we will shred them for you.

