



# BBVA Compass

## Consumer Switch Kit

Not satisfied with your current bank? Tired of excessive fees, poor service and a lack of personal attention? We know that switching banks can be a big hassle and that is probably why you keep banking at your old bank.

*But what if switching was really worth all the trouble?*

*What if you could save money, get a customizable checking account with banking solutions developed just for you?*

**We've made switching to a BBVA Compass Checking account easy. In fact, here is everything you need.**

**banking built for you.®**

BBVA Compass is a trade name of Compass Bank, a member of the BBVA Group. Compass Bank, Member FDIC

## Follow these simple steps to move your banking relationship to BBVA Compass:

- 1 Open a BBVA Compass checking account.** We can help you decide which account best fits your needs. To learn more about our checking accounts visit: [www.bbvacompass.com](http://www.bbvacompass.com).
- 2 Stop using your previous checking account.** Allow time for outstanding checks to clear - we recommend about 10 days after written. Destroy any ATM, Check Cards, unused checks and deposit slips.
- 3 Change your Direct Deposit.** Notify your employer of your new BBVA Compass checking account information. To help update your direct deposit we have included a Direct Deposit form. (See page 5)
- 4 Update Automatic Payments.** Notify anyone electronically debiting (insurance, utilities, cable, etc.) your previous account of your new BBVA Compass checking account information. We have included an Automatic Payment Request Form to help you make the switch. (See page 5)
- 5 Close your old checking account.** After all your checks and automatic payments have cleared, close your previous checking account(s). To help close your old account we have included an Account Closing Request Form. (See page 6)

All checking accounts are subject to approval, which may include credit approval. \$25 minimum opening deposit required.



Questions? Call 1-800-COMPASS (266-7277) or stop by your local BBVA Compass Banking Center and talk to a Banker.

## **We have enclosed the proper forms that will help you make the switch to BBVA Compass easier.**

Complete and send the enclosed forms to the appropriate contacts to ensure automatic payment drafts and ACH payments and credits are moved to your new BBVA Compass checking account. In addition, we have included a letter for you to use to close your previous bank account. Below are instructions and tips to help you through the process.

### **Form 1 - Direct Deposit and Automatic Payment Request Form**

#### **Updating your Direct Deposit(s)**

##### **Before sending the Direct Deposit Request Form:**

1. Check with your contact to make sure no other forms are required.
2. Use the enclosed form to change the account number to be credited.
3. Maintain the account at your previous bank until incoming deposit have been switched to your new BBVA Compass account.

##### **After sending the Direct Deposit Request Form:**

1. Confirm with your contact that the form was received.
2. Sign in to BBVA Compass Online Banking or Mobile Banking to verify that your automatic payments have begun. You can also call 1-800-COMPASS (266-7277).

Don't have Online or Mobile Banking?

-Download the Mobile Banking App in your phone's app store.

-Activate Online Banking at [www.bbvacompass.com](http://www.bbvacompass.com).

#### **Updating Automatic Payments**

##### **Before sending the Automatic Payment Request Form:**

1. Review the Automatic Payment Resource information below to identify existing automatic payments.
2. Use the enclosed form to request that your automatic payment be established at BBVA Compass.
3. Maintain the account at your previous bank until the automatic payment has been switched to your new BBVA Compass account.

##### **Automatic Payment Checklist**

- Insurance
- Loan/Lease Payments
- Memberships/Subscriptions
- Mortgage/Lease
- Utilities (phone, internet, electric, gas, etc.)
- Credit Cards/Check Cards

### **After sending the Automatic Payment Request Form:**

Sign in to Online Banking or Mobile Banking to verify that your automatic payments have begun. You can also call 1-800-COMPASS (266-7277).

## **Form 2 - Account Closing Request**

### **Before sending the Account Closing Request Form:**

1. Check with your previous bank to make sure no additional information or forms required to close the account.
2. Inquire about any possible penalties, with respect to early withdrawal, before you close your account. If you have Certificates of Deposit (CDs), it is important to check maturity dates.

### **After sending the Account Closing Request:**

Check account statements to verify that all accounts have a zero balance and have been closed.

## Direct Deposit & Automatic Payment Enrollment Form

### Benefits

- **Convenient** - There is no need to fit in an extra branch visit in your busy schedule.
- **Fast** - You have immediate access to your money at the time of deposit.
- **Safe** - Never worry about checks getting lost, delayed or stolen.
- **Automatic Payment** - Your money is automatically deposited into your account. You may also setup automatic payments for recurring bills by contacting your creditors and providing the bank routing number and your checking account number to creditors who offer ACH debit of your payments.

### How to Set up Direct Deposit or Automatic Payments

Complete and sign this form then give it to your employer or other payor - or -  
Use the table below to identify common payors who typically only accept government form 1199a.

To whom it may concern - Please begin making payment by direct deposit to my BBVA Compass account.

NAME (PLEASE PRINT)

ADDRESS

CITY

STATE

ZIP

Date \_\_\_\_\_ Phone \_\_\_\_\_ Day / Evening (circle one)

SIGNATURE

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

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

Your payor may need you to complete a separate form or provide a voided check to process your request. Your payor should provide you with a copy of your completed authorization.

**Name and address of financial institution:**

**BBVA Compass  
15 South 20th Street  
Birmingham, AL 35233**

### Employed by or receive benefits from a U.S. government agency?

### How to find Routing and Account Number Information for Direct Deposit and Automatic Payment through Checking

Use information found on your checks

SAMPLE CHECK 1001

DATE \_\_\_\_\_

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

DOLLARS

**BBVA Compass**

MEMO \_\_\_\_\_

123456789 0123456789 1001

↑ Routing Number    ↑ Account Number    ↑ Check Number

Type of Direct Deposit	Contact Information for that Agency
<ul style="list-style-type: none"> <li>• Social Security (SSA)</li> <li>• Supplemental Security Income (SSI)</li> </ul>	Call 1-800-772-1213 (1-800-325-0778 TTY) <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>
<ul style="list-style-type: none"> <li>• Civil Service Retirement (Office of Personal Management)</li> </ul>	Call 1-888-767-6738 (1-800-878-5707 TTY) <a href="http://www.servicesonline.opm.gov">www.servicesonline.opm.gov</a>
<ul style="list-style-type: none"> <li>• Veterans Compensation and Pension</li> </ul>	Call 1-877-838-2778 (1-800-829-4833 TTY) <a href="http://www.va.gov">www.va.gov</a>

### What's Next?

**Simply Monitor Your Account** - For direct deposit, it can take up to one or two months for a payor to process your request and to begin receiving electronic deposits.

**Questions?** We will be happy to help you with the enrollment process. Contact a friendly BBVA Compass banker at 1-800-COMPASS (1-800-266-7277).

## Account Closing Request Form

**Please close my checking account.**

\_\_\_\_\_  
DATE

\_\_\_\_\_  
FINANCIAL INSTITUTION NAME

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
STATE

\_\_\_\_\_  
ZIP

**To Whom It May Concern:**

Effective \_\_\_\_\_, please close the following checking account

\_\_\_\_\_ and send a check for the remaining balance to the address below.  
Account number \_\_\_\_\_

If you have any questions, please let me know. Thank you.

Phone \_\_\_\_\_ Day / Evening (circle one)

Sincerely,

\_\_\_\_\_  
SIGNATURE - ACCOUNT OWNER

\_\_\_\_\_  
NAME (PLEASE PRINT)

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
STATE

\_\_\_\_\_  
ZIP