



Welcome!

We make it easy and hassle-free to switch your account.

Thank you for choosing West Plains Bank and Trust Company as your bank. In this kit, you will find everything you need to switch your checking account(s) from your current financial institution to West Plains Bank and Trust Company. After completing the five SIMPLE steps outlined below, your switch will be complete.

- 1** **Open a new checking account** with West Plains Bank and Trust Company.
- 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 West Plains Bank and Trust Company, with which we will help)
- 3** **Change your direct deposits** to your West Plains Bank and Trust Company account. This can be done by using the enclosed letter or, by phone.
- 4** **Change your automatic payments** to your West Plains Bank and Trust Company account. This can be done using the enclosed letter or, by phone.
- 5** Finally, **close your old account.**

That's it! It really is that easy to switch your account.

We appreciate your choice to trust West Plains Bank and Trust Company for your banking needs. If we may be of assistance to you during this transition, please call 417.256.2147, contact us via our website (www.westplainsbank.com) or visit a full-service location to speak to a customer service representative.

Every Customer Leaves a Friend.

Member
FDIC

Automatic Payment Checklist

Payment	Company	Acct. Number	Amount	Date of Payment
Mortgage/Rent				
Auto Loans				
Insurance				
Credit Cards				
Gas/Oil				
Electric				
Cable TV				
Telephone				
Cell Phone				
Water				
Daycare				
Internet Provider				
Health Club				
Investments				
IRA/Retirement				
Charities				
Other				

Direct Deposit Checklist

Payment	Company	Account Number	Amount	Date of Deposit
Employee Payroll				
Pension Retirement Plans				
Social Security				
Investment Income				
Other				

Helpful Phone Numbers and Websites

Social Security Administration | 1-866-614-2761 | www.ssa.gov

Railroad Retirement Board | 1-877-772-5772 | www.rrb.gov

Department of Veterans Affairs | 1-877-838-2778 or 1-800-827-1000

**You will be linking to another website not owned or operated by West Plains Bank and Trust Company. West Plains Bank and Trust Company is not responsible for the availability or content of this website and does not represent either the linked website or you, should you enter into a transaction. The inclusion of any hyperlink does not imply any endorsement, investigation, verification or monitoring by West Plains Bank and Trust Company of any information in any hyperlinked site. We encourage you to review their privacy and security policies which may differ from West Plains Bank and Trust Company.*



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Automatic Deposit Authorization Form

Type of Automatic Deposit

Employee Payroll Pension Retirement
Social Security Investment Income
Other (please specify) _____

To: _____

Date: _____

This letter serves as the authorization to change the account information for automatic deposits in the name of _____, account number _____. I have changed my accounts to West Plains Bank and Trust Company 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: 081502530
My New Account Number: _____

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 _____.

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



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Automatic Payment Authorization Form

To: _____

Date: _____

This letter serves as the authorization to change the account information for automatic payments in the name(s) of _____, your customer account number _____. I have changed my accounts to West Plains Bank and Trust Company, 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: 081502530
My New Account Number: _____

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 _____.

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



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Frequently Asked Questions

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

A. On the authorization forms that we have provided, your contacts are requested to notify you or a bank representative if the form is not sufficient enough to make the change.

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

A. A direct deposit is the electronic transfer of a payment directly from the account of the payer to the recipient's account. It makes it easier to receive your payroll or benefits.

Q. How do I know that my transactions have posted to my new account?

A. You can verify that all of your transactions have occurred by logging on to digital banking www.westplainsbank.com, where you can see it in real time. You can also contact the bank if you have any questions regarding your transactions at 417.256.2147.

Q. How long will it take for my direct deposit or ACH withdrawals to switch to my new account?

A. It normally takes at least one cycle for all of your direct deposit and ACH withdrawals to get switched. We recommend that you keep your old account open until you can verify that everything is being deposited/debited from your new account.



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