

## Close Account Checklist

Name \_\_\_\_\_ Account/MICR # \_\_\_\_\_

Primary I.D. \_\_\_\_\_ Date \_\_\_\_\_

Amount Withdrawn \$ \_\_\_\_\_

**Closing Checking Account:**

- **Verify a contact address?** YES \_\_\_\_\_ NO \_\_\_\_\_
  - If address has changed fill out Change of Address form.
- **Have all checks cleared the account?** YES \_\_\_\_\_ NO \_\_\_\_\_
- **Does the member have BILL PAY?** YES \_\_\_\_\_ NO \_\_\_\_\_
  - If YES, Call the Phone Center to unenroll bill pay.
- **Are there any pending ACH's charges?** YES \_\_\_\_\_ NO \_\_\_\_\_
- **Are there any pending Originations?** YES \_\_\_\_\_ NO \_\_\_\_\_
  - If YES, contact Shelby S. & Angie to get these shut off
- **Does the member have a Debit Card?** YES \_\_\_\_\_ NO \_\_\_\_\_
  - If YES, Call the Phone Center to close the card immediately. Shred card.
- **Does the member have A2A?** YES \_\_\_\_\_ NO \_\_\_\_\_
  - If YES, delete the relationship if the member does not have any other form of checking account. A2A is only offered to members with a checking or MM Checking

**Closing other Sub-share:**

- **IRA?** – refer to MSO
- **Sub-Savings, Money Market?** – Suffix \_\_\_\_\_
- **Pay dividends to member when closing Platinum Money Market, Money Market or Money Management Checking account?** YES \_\_\_\_\_ NO \_\_\_\_\_

**Closing Main Share:**

- Closing within **60 days of opening (KEEP \$5.00 in account funds belongs to HCU.)**
- **Paying off an Indirect Loan? (KEEP \$5.00 in account funds belongs to HCU.)**
- **All shares and loans are closed?** YES \_\_\_\_\_ NO \_\_\_\_\_
- **Safe Deposit Box Closed?** YES \_\_\_\_\_ NO \_\_\_\_\_
- **Are there any pending ACH's charges?** YES \_\_\_\_\_ NO \_\_\_\_\_
- **Are there any pending Originations?** YES \_\_\_\_\_ NO \_\_\_\_\_
  - If YES, contact Shelby S. & Angie to get these shut off

**Reason for Closing Membership**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Due to Dividend or Loan Rates    | <input type="checkbox"/> Online Banking Issues            | <input type="checkbox"/> Fees Too High/Too Many |
| <input type="checkbox"/> Consolidated accounts at HCU     | <input type="checkbox"/> Poor Branch or Telephone Service | <input type="checkbox"/> Member Moved           |
| <input type="checkbox"/> Paid Off Loan                    | <input type="checkbox"/> Products or Services not offered | <input type="checkbox"/> Inactive Account       |
| <input type="checkbox"/> No Convenient Locations or ATM's | <input type="checkbox"/> Member Deceased                  | <input type="checkbox"/> Fraud                  |

Member Signature: \_\_\_\_\_

**\*If there is no member signature, the account will not be closed!**

**Back Office Use:**

Closed By: \_\_\_\_\_ Teller ID: \_\_\_\_\_ Date: \_\_\_\_\_ Updated: 2/2023

Employee's Signature: \_\_\_\_\_ Teller Number: \_\_\_\_\_