



1-888-226-5747 – www.banksis.com

Switching Made Hassle-free

We've made switching to Sanford Institution for Savings easier.

We understand that your time is important. Sanford Institution for Savings wants to make switching your relationship as effortless and hassle-free as possible.

Switching Made Hassle-free is available on most of our Checking and Savings Products. If you don't have one, let us help you. Sanford Institution for Savings has a product for everyone. Visit a branch near you or call us at 1-888-226-5747.

This three-step process will get you started.

Step One: Sanford Institution for Savings will help change your Direct Deposits.

Complete a copy of the attached Direct Deposit Authorization for each company that makes automatic deposits into your account. Mail the authorization form to the service provider directly, give it to your Human Resources representative or drop it off at your local Sanford Institution for Savings Branch and let us take care of this for you.

Step Two: Sanford Institution for Savings will help change your Automatic Payments.

Complete a copy of the attached Automatic Payments Authorization for each company or service provider that you have authorized to make automatic withdrawals or payments from your account. Mail the authorization form to the company or service provider directly or drop it off at your local Sanford Institution for Savings Branch and let us take care of this for you.

Step Three: Close out your former bank account.

Once you receive your Sanford Institution for Savings Checks and debit card, you can stop using your former bank account. Verify that all of your automatic deposits and payments are now successfully being processed through your SIS account, you can close your former bank account. Simply complete the Authorization to Close Account and send it to your former bank or drop it off at your local Sanford Institution for Savings Branch and let us take care of this for you.

Use our *Switching Made Hassle-free Checklist* to help you track your progress.

Our Customer Service Representatives are waiting to help you.

Contact your local branch or call 1-888-226-5747.

Main Office	207-324-2285	Springvale	207-324-1672
South Sanford	207-324-8047	Portsmouth	603-430-0042
Limerick	207-793-2242	Buxton	207-727-3121
Waterboro	207-247-8777	York	207-363-1627
Wells	207-646-2256		

Step One:

Direct Deposit Authorization

Effective immediately, you are authorized to establish a direct deposit into my Sanford Institution for Savings Bank account. This notice serves as notification of a change in my direct deposit information.

Depositor Information: The company or organization that issues the direct deposit.

Name

Address

City

State

Zip

Bank Account Information

Sanford Institution for Savings Routing Number: 211274599

Bank Account Number _____ Checking Savings

Recipient Information: The account into which the direct deposit will be made.

Account Holder

Name

Address

City

State

Zip

Social Security Number

Phone

Type of Direct Deposit:

Employee Payroll Pension/ Retirement Investment Income

Social Security (Additional forms required – www.ssa.gov)

Other (Please Specify) _____

Authorization

Account Holder Signature _____ Date _____

Account Holder Signature _____ Date _____

Please acknowledge your receipt of this notice by sending a confirmation of this change to the person listed in the Recipient Information section of this form. If this form is not sufficient, please notify the recipient immediately.

Step Two:

Automatic Payment Authorization

Effective immediately, you are authorized to establish an automatic payment deduction from my Sanford Institution for Savings Bank account. This notice serves as notification of a change in my automatic payment information.

Vendor Information: The company or organization that receives the automatic payment.

Name of Company / Organization

Address City State Zip

Vendor Account Number

Bank Account Information

Sanford Institution for Savings Routing Number: 211274599

Bank Account Number _____ Checking Savings

Consumer Information: The account into which the direct deposit will be made.

Account Holder

Name

Address City State Zip

Authorization

Account Holder Signature _____ Date _____

Account Holder Signature _____ Date _____

Please acknowledge your receipt of this notice by sending a confirmation of this change to the person listed in the Consumer Information section of this form. If this form is not sufficient, please notify the consumer immediately.

Step Three:

Authorization to Close Account

This serves as authorization to close the account(s) detailed below and transfer the balance and all accrued interest to Sanford Institution for Savings.

Former Bank Information

Former Bank _____

Address _____

City _____

State _____

Zip _____

Account Holder Information

Account Holder _____

Name _____

Address _____

City _____

State _____

Zip _____

Social Security Number _____

Phone _____

Please immediately close and transfer the balances of the following account(s)

Account Number _____ Checking Savings Money Market

Account Number _____ Checking Savings Money Market

Account Number _____ Checking Savings Money Market

Please transfer balances by check payable to:

Account Holder, c/o Sanford Institution for Savings.

Reference the below listed account number in the memo line. Check should be mailed to Sanford Institution for Savings, PO Box 472, Sanford, ME 04073 or to our local branch at:

Sanford Institution for Savings Account Information

Sanford Institution for Savings Routing Number: **2 1 1 2 7 4 5 9 9**

Bank Account Number _____ Checking Savings

Authorization

Account Holder Signature _____ Date _____

Account Holder Signature _____ Date _____

Please acknowledge your receipt of this notice by sending a confirmation of the closure(s) to the Account Holder. Please notify ACCOUNT HOLDER immediately if this form is not sufficient for this request.

Checklist

Track your progress every step of the way. Use our Switching Made Hassle-free Checklist to help you.

Step One: Direct Deposit Authorization

Depositor	Type of Deposit	Date Mailed	Confirmation Received	Deposit Verified
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

Step Two: Automatic Payments Authorization

Billor	Type of Payment/Account#	Date Mailed	Confirmation Received	Payment Verified
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

Step Three: Account Closeout Authorizations

Bank	Type of Account/Balance	Date Mailed	Confirmation Received	Closeout Verified
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

Helpful Websites and Phone Numbers

Sanford Institute of Savings
 Customer Service Representatives
 1-888-226-5747
 207-324-2285
www.banksisonline.com

Social Security Administration
 1-800-772-1213
www.ssa.gov

Office of Personnel Management
 1-888-767-6738
www.opm.gov

State of Maine Unemployment
 1-800-593-7660
www.maine.gov/labor

Department of Veterans Affairs
 1-877-838-2778
www.va.gov

Please note: Some companies may require additional documentation to process your request. Please confirm that all of your direct deposits, automatic payments, checks and point of sale transactions have cleared your existing/previous accounts prior to closing them.

Switching Made Hassle-free FAQ's

What does direct deposit (External Deposit) mean?

Direct Deposit is simply a fast and secure way of receiving funds into your account. Paychecks, government benefits, investment dividends—all of these can be deposited automatically using direct deposit. The money is received and deposited electronically into your Sanford Institution for Savings account. All money deposit via external deposit is available immediately.

When will my direct deposit start?

Customers will usually see direct deposits go into effect after 2-3 cycles. For example, if you elect to have your paycheck go into your account through direct deposit, it will be about 2-3 pay periods before direct deposits will be active. Be sure to keep your current direct deposit account open until you start seeing the funds being deposited directly into your new account.

What is an automatic payment (External Withdrawal)?

Automatic payment is just like direct deposit, except funds are automatically transferred OUT OF your account instead of into your account. It's a convenient way to pay bills without having to write checks. Many companies (i.e. electric, gas, telephone, loans, credit cards, insurance, etc.) accept automatic payment from Sanford Institution for Savings. The company you wish to set up automatic payment for will tell you what they need from you – usually a cancelled check from your account and the date on which you wish for them to start debiting your payments. Once established, the funds will be sent electronically from your Sanford Institution for Savings account on the date and for the amount that you have specified.

When will my automatic payment start withdrawing from my new account?

Generally, once you contact the billing company and submit the necessary information to them for transferring or setting up automatic payments, the charges will not be deducted from your Sanford Institution for Savings account until 1-3 billing

cycles after you make your request. If you have an account open from which payments are being withdrawn, be sure that you keep it open until you see the payments being withdrawn from your new Sanford Institution for Savings account. During this transition you will have two checking accounts open until all of your automatic payments and deposits have been redirected.

How do I know that my automatic payment (debit) has been made?

There are three ways for verifying that your automatic payment has been made:

- ✓ Log onto Online Banking (www.banksisonline.com)
- ✓ Call 1-888-226-5747
- ✓ Check your monthly statement

You should be sure that the billing company received the payment from your new account. Check the monthly billing statement from that company or call their customer service department at the number listed on your monthly statement.

What if my request to set up direct deposit or automatic payment is not accepted?

On the authorization forms, your contacts are instructed to notify you if the forms you submit are not sufficient to change or establish the direct deposit or automatic payment. If we can assist you further, please stop in at your local branch location.

Who do I call if I have questions?

For any questions about your new account or using the Switching Made Hassle-free Kit or questions in general, please visit your local branch location or call 1-888-226-5747.