

# QuickSwitch FAQ's

Hassle-free banking right from the get-go

If you have any questions,  
we will gladly talk you through it.

**1.877.Bangor1**

**Just in case you have any questions along the way.**

## **What does direct deposit (ACH credit) 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 (and 100% securely) into your Bangor Savings Bank account.

## **When will my direct deposit start?**

Customers will usually see direct deposit go into effect after 2–3 cycles. For example, if you elect to have your paycheck go right into your account through direct deposit, it will be about 2–3 pay periods before direct deposit 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 (ACH debit)?**

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 payments from Bangor Savings Bank. The company you wish to set up automatic payment for will tell you what they need from you – usually it's a voided check from your checking account and the date on which you would like them to start withdrawing payments. Once established, the funds will be sent electronically from your Bangor Savings Bank account on the date and for the amount you specify.

## **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 the set-up of automatic payments, the charges will not be deducted from your

Bangor Savings Bank account until 2–3 billing cycles after you make your request. If you have an account from which payments are being withdrawn, be sure to keep it open until you see the payments being sent from your new Bangor Savings account. This means you will have two checking accounts open at the same time during this transition.

## **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 BangorOnline ([www.bangor.com](http://www.bangor.com))
- Call 1.877.Bangor1 (226.4671)
- Check your monthly checking account 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 phone number listed on their monthly billing 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 form you submit is not sufficient to change or establish the direct deposit or automatic payment. If we can be of assistance, stop by your local Bangor Savings Bank branch and we'll take care of everything for you.

## **Who do I call if I have questions?**

For any questions about your new account, switching your automatic payments or deposits to your new account, or what to do with any of the forms, please email Bangor Savings Bank at [customercare@bangor.com](mailto:customercare@bangor.com), visit any of our branch locations, or call **1.877.Bangor1 (226.4671)**.