

Puget Sound Bank Conversion Checklist

This list highlights the items you should complete prior to May 5, 2018.

All Clients

- Save our Customer Services Center contact information.**
800.455.6126
Support@HeritageBankNW.com
- Add 888.505.9150 to your contacts for fast access to Heritage Bank's 24/7 telephone banking system**
You will have access to our telephone banking system as of 8:00 am PDT on May 7, 2018.
- Download or print copies of checks you want to keep**
Images of checks that have cleared prior to May 4, 2018 will no longer be available in online banking.
- Download or print previous statements**
Puget Sound Bank online statements will not be available after the conversion.
- Note any automatic transfers set up in online banking**
Automatic transfers set up in Puget Sound Bank's online banking system will not continue. Be sure to make notes regarding the details of these transfers prior to the conversion so you can set them up in the new system.
- Review conversion materials carefully**
Review the features of your new accounts, products and services. If you have any questions, please contact your Relationship Manager.
- Save the new routing number for payments, direct deposits, or check orders**
Beginning May 7, 2018, new payments, direct deposits, or check orders will need to use the routing number 325170835.

Business Clients

- Save our Treasury Management Services contact information.**
877.898.5757
TMServices@HeritageBankNW.com
- Read the business online banking login instructions and Bill Pay materials.**
All users will receive login information in a separate notice prior to April 13, 2018, which will contain the company ID, user ID, and a temporary password.
- Verify accounts in business online banking**
Check to ensure all of the accounts you expect to see are available in Heritage Bank's business online banking platform.
- Verify ACH batches**
Ninety days of ACH batches will be transferred to Heritage Bank's business online banking platform. There may be duplicate participants within a batch, so please verify the information before processing.
- Verify new wire templates**
Your wire templates will transfer to Heritage Bank's business online banking platform; however, we recommend copying your current Puget Sound Bank wire templates as a precaution.