



Transition Checklist

Use this checklist as a guide to help you prepare for your account transition. Not every item will apply to every customer, so complete the steps that match the accounts, services, and features you use.

Review enclosed individual product sheet(s)

Review the features of your new Heritage Bank account(s). If you'd like to discuss different account options, call or visit your local branch.

Confirm scheduled bill payments

Bill pay will be unavailable at 5:00 p.m. on Friday, September 18. You will not be able to initiate, change, or modify any payments after that time. Payments already scheduled for Saturday, September 18, and Sunday, September 19, will be processed as normal.

Download copies of checks

You will continue to receive check images if you're enrolled in that service. However, images of checks that cleared your account prior to Monday, September 21, will not be available. We recommend downloading any images of checks you may need on or before Friday, September 18.

Activate Heritage Bank debit card

You can activate your debit card as soon as you receive it by calling 800-992-3808. You will not be able to use it until Monday, September 21, and any payments set up with your debit card will need to be reestablished.

Enroll in online statements

If you currently receive online statements, you will need to re-enroll by logging in to personal or business online banking on or after Monday, September 21.

Enroll in enhanced overdraft coverage

To extend your overdraft coverage to your ATM and one-time debit card transactions that might overdraw your account, you must opt in to our enhanced overdraft coverage by completing the enclosed Enhanced Overdraft Coverage Election Form.

Save Heritage Bank's routing number for payments, direct deposits, or check orders

Beginning Monday, September 21, new payments, direct deposits, or check orders will need to use the routing number 325170835.

Save Heritage Bank's customer service 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

You will have access to our telephone banking system as of 8:00 a.m. on Monday, September 21.

