



Citizens State Bank

Switch Kit

Switching banks couldn't be easier when you make the switch to Citizens State Bank!

Welcome to Citizens State Bank! Whether you've just relocated to the area, or are in the process of transitioning from another bank, we appreciate your business and are grateful that you have chosen us as your new bank.

We realize that transitioning from one bank to another can seem like a daunting process, especially if you were utilizing such services as online bill pay, automatic payments or withdrawals and direct deposit at your previous bank. In order to streamline the process, Citizens State Bank has created the CSB Switch Kit. This resource provides you with everything you need to quickly and easily collect all the information required to close an account at your previous bank and open a new account at Citizens State Bank.

Our Switch Kit makes the process easy and seamless: simply download and print the forms from our website, or pick up a copy from any of our three locations. Fill in each page as it applies to you and bring it with you when you come in to open your new account. It's as simple as that!

Of course, there are a few details you need to keep in mind when closing an account with one bank and opening a new account with another. That's why we've included a handy checklist to help you navigate the process (see page 2.) A few additional tips to help you on your way:

- Keep your old direct deposit and auto bill pay account(s) open until those recurring transactions have been successfully redirected to your new account. This will be evident when the payments appear on your new account's statement.
- Only close your account once all outstanding items have cleared.
- Empty your safe-deposit box, turn in the keys and collect your deposit, if any.
- Inquire about any possible penalties with respect to early withdrawal before you close your account. If you have certificates of deposit (CDs), it is important to check the maturity dates.

If you have any questions or concerns about switching your account, please stop by any of our three locations, or call any of our locations at the numbers below, or toll-free at (800) 369-5362 for assistance. Again, thank you for making the switch to Citizens State Bank. We look forward to serving you, and we're sure that you will find our products and services to your complete satisfaction.

WWW.CSBNOW.COM

LENA: 102 W. Main St., Lena, IL 61048 • 815-369-4524

STOCKTON: 133 W. Front Ave., Stockton, IL 61085 • 815-947-3366

FREEMPORT: 1525 S. Forest Rd., Freeport, IL 61032 • 815-801-4524





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Quick Start Checklist

Complete your new move to Citizens State Bank in just a few easy steps!

Step 1: Open an account at Citizens State Bank – see a customer service representative at any of our locations.

- Set up Internet Banking, but refrain from setting up Online Bill Pay until after any outstanding payments are processed under your former account (see step 4, below).

Step 2: Stop using your former account and begin using your new Citizens State Bank account as soon as possible.

- Be sure to leave sufficient funds in your account to cover all outstanding items, ATM/debit card transactions, and automatic payments or withdrawals.
- Destroy all unused checks, deposit slips, and ATM/debit cards associated with that account.
 - We will be happy to completely shred and destroy these materials for you at any of our three locations.

Step 3: Move your Direct Deposits to Citizens State Bank.

- Transfer direct deposits to your new account.
 - You may use our Direct Deposit Authorization Form to send to your Direct Deposit Originator directly.
 - If you receive Social Security payments, call 1-800-772-1213 to make the switch.
 - Your account number and routing number are shown below.

Your Routing Number is:

071108106

Your Account Number is:

Step 4: Transfer your Automatic Payments or Withdrawals to Citizens State Bank.

- Transfer any automatic payments to your new account.
 - You may use our Request to Transfer Automatic Payments/Withdrawals Form, but be sure to follow up with each biller using the telephone number on your bill two weeks after sending the form.
 - Some companies allow a phone call to update this information and most have a website that allow users to log in to and enter the requested changes online.

Step 5: Close your former account.

- Allow all outstanding items, ATM/debit card transactions, and automatic payments to clear and then balance your former account.
- Transfer remaining funds out of your account and close the account.
 - You may use our Account Closing Request Form or contact your former bank directly.

You are that much closer to becoming a valued Citizens State Bank customer!

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Direct Deposit Authorization Form

Complete each field on this form. Return the signed form to your Direct Deposit Originator.

COMPANY INFORMATION

Company Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Phone #: _____

CUSTOMER INFORMATION

Name: _____

Employer ID/Account# _____ Social Security# _____

Address: _____

City: _____ State: _____ Zip Code: _____ Phone #: _____

NEW BANK DEPOSIT INFORMATION

Citizens State Bank

102 W. Main St./P.O. Box 396

Routing/Transit Number: 071108106

Lena, IL 61048

For any direct deposit related questions, please call Customer Service at 815-369-4524

Account Type: Checking Savings

Account # _____ Amount \$ _____

Account Type: Checking Savings

Account # _____ Amount \$ _____

I authorize the above named entity to make deposits in the Citizens State Bank account(s) identified above and authorize the bank to accept such deposits. It is agreed that these deposits and adjustments may be made electronically and under the Rules of the National Automated Clearing House Association. I understand that this is authorization and will remain in full force and effect until the company named above has received written notification from me of its termination in time to afford the company and the depository a reasonable opportunity to act. Please send me written confirmation of when the change will be effective.

Customer Signature: _____ Date: _____

ATTACH A VOIDED CHECK FROM YOUR NEW ACCOUNT

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Request to Transfer Automatic Payments/Withdrawals Form

Complete, sign and send a copy of this letter to each company that you currently pay using an automatic payment or withdrawal from your account.

Company Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Attention: Accounts Receivable/Accounting

Subject: Switching Automatic Payments for Account # _____

To whom it may concern:

The bank account currently used for my automatic payments or withdrawals is no longer active. Please immediately change my automatic payments or withdrawals to the bank account listed below.

Citizens State Bank
102 W. Main St./P.O. Box 396
Lena, IL 61048
815-369-4524

Routing/Transit Number: 071108106

Bank Account # _____ Account Type: Checking Savings

If you should have any questions regarding this request, please call me immediately at the number listed below. Also, please send me a written confirmation of when this change will be effective. Thank you for your assistance.

Sincerely,

Customer Signature: _____ Date: _____

Customer Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone#: _____

ATTACH A VOIDED CHECK FROM YOUR NEW ACCOUNT

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Account Closing Request Form

Date: _____

Former Bank's Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Please accept this as my authorization and direction to close my account(s) with your institution. Please send a check for any remaining funds in the account(s) to my address listed below. If you should have any questions regarding this request, please contact me at the phone number or address listed below. Thank you.

ACCOUNT OWNER INFORMATION

Account Owner Name: _____

Account Co-Owner Name (if applicable): _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone#: _____ Day / Evening (circle one)

ACCOUNT INFORMATION

Checking Account Number: _____

Savings Account Number: _____

Other Account:

Type: _____ Account Number: _____

Type: _____ Account Number: _____

Account Owner Signature: _____ Date: _____

Account Co-Owner Signature: _____ Date: _____

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Information Gathering Resource – Automatic Payments

Use this form to record information for companies that will be making automatic deductions from your new Citizens State Bank account, including when and how you requested the change, as well as your preferred method of payment.

Automatic Payments – Companies that make automatic deductions from your account:

Payment	Company	Account Number	Amount	Payment Date
Auto Loan				
Cable/TV/Satellite				
Cell Phone				
Charities				
Credit Card(s)				
Day Care				
Department Store Credit Card(s)				
Electric Bill				
Garbage/Trash Removal				
Gas / Oil / Fuel				
Health Club				
I-Pass				
Insurance				
Internet Service				
Investments				
IRA / Retirement				
Mortgage / Rent				
Other Loan(s)				
Other Payments				
Telephone				
Tuition / School Expenses				
Water / Sewer				

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Information Gathering Resource – Direct Deposits

Use this form to record information for companies that will be making automatic deposits into your new Citizens State Bank account.

Direct Deposit – Companies that make automatic deposits into your account:

Payment	Company	Account Number	Amount	Payment Date
Dividend Income				
Interest Income				
Investment Income				
Military Pay				
Payroll				
Pension or Retirement Plan				
Social Security				
V.A. Compensation				

Helpful Phone Numbers & Websites

Agency	Phone Number	Website
Social Security Administration Local Branch Office: 4 E. Linden St. Freeport, IL 61032	(800) 772-1213 Local Branch Number: (855) 628-1591	www.ssa.gov
Department of Veterans Affairs	(877) 838-2778 or (800) 827-1000	www.va.gov
Office of Personnel Management	(888) 767-6738	www.opm.gov
Railroad Retirement Board	(800) 808-0772	www.rrb.gov

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