

Welcome to Pioneer Bank!

Thank you for choosing Pioneer Bank. Enclosed you will find everything you need to switch your checking account from your current financial institution to Pioneer Bank. After completing the six SIMPLE steps outlined below, your switch will be complete.

- Step 1:** Open a checking account with Pioneer Bank.
- Step 2:** Stop using the account at the bank you are switching from (please note- you should leave the account open until all direct deposits and automatic payments have successfully switched to Pioneer Bank... we'll help you with this).
- Step 3:** Sign up for our free and easy-to-use Online Banking.
- Step 4:** Change all of your direct deposits to your Pioneer Bank account- this can be done by using the enclosed letter.
- Step 5:** Change all of your automatic payments to your Pioneer Bank account- this can be done by using the enclosed letter.
- Step 6:** Close your old account.

That's it! It's really that simple! In no time, you will have switched banks. Thank you for choosing Pioneer Bank. If we can be of any assistance throughout this transition, please do not hesitate to call any of our branch locations.

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David P. Krause

Member FDIC



Automatic Payment Checklist

Payment	Company	Acct. Number	Amount	Date of Payment
Mortgage/Rent				
Auto Loans				
Insurance				
Credit Cards				
Gas/Oil				
Electric				
Cable TV				
Telephone				
Cell Phone				
Water				
Daycare				
Internet Provider				
Health Club				
Investments				
IRA/Retirement				
Charities				
Other				

Direct Deposit Checklist

Payment	Company	Account Number	Amount	Date of Deposit
Employee Payroll				
Pension Retirement Plans				
Social Security				
Investment Income				
Other				

Helpful Phone Numbers and Websites

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

Railroad Retirement Board | 1-800-808-0772 | www.rrb.gov

Department of Veterans Affairs | 1-877-838-2776 or 1-800-827-1000

Minnesota Financial Services | 1-507-387-5638 or 507-375-3201 | www.minnesotafinancial.com



AUTOMATIC PAYMENT AUTHORIZATION FORM

To: _____

Date: _____

This letter serves as the authorization to change the account information for automatic payments in the name(s) of _____, your customer account number _____. I have changed my accounts to Pioneer Bank, and the current account number that you are using will no longer be valid.

Effective immediately, the new information is as follows:

Bank Routing Number: 091904050
My New Account Number: _____

If you have any questions regarding this matter, or if this letter is NOT sufficient enough to make this change, please contact _____, and remit all correspondence to _____.

Thank you for your assistance in this matter.

Sincerely,

I hereby authorize the change to my account.

Account Holder Signature

Date

Phone

Account Holder Signature

Date

Phone



AUTOMATIC DEPOSIT AUTHORIZATION FORM

Type of Automatic Deposit

- Employee Payroll
- Pension Retirement
- Social Security
- Investment Income
- Other (please specify)

To: _____

Date: _____

This letter serves as the authorization to change the account information for automatic deposits in the name of _____, account number _____. I have changed my accounts to Pioneer Bank and the current account number that you are using will no longer be valid.

Effective immediately, the new information for direct deposit is as follows:

Bank Routing Number: 091904050

My New Account Number: _____

If you have any questions regarding this matter, or if this letter is NOT sufficient enough to make this change, please contact _____, and remit all correspondence to _____.

Thank you for your assistance in this matter.

Sincerely,

I hereby authorize the change to my account.

_____	_____	_____
Account Holder Signature	Date	Phone

_____	_____	_____
Account Holder Signature	Date	Phone



AUTHORIZATION TO CLOSE ACCOUNT

To: _____

Date: _____

Please accept this letter as authorization to close the account(s) listed below and transfer the balance plus any accrued interest to Pioneer Bank (routing number 091904050) for deposit to _____'s new account number_____. Please make the check payable to Pioneer Bank for credit to the new account number.

Immediately close and transfer the balances in the following account(s):

- | | | | |
|-----------|-----------------------------------|----------------------------------|---------------------------------------|
| Account# | <input type="checkbox"/> Checking | <input type="checkbox"/> Savings | <input type="checkbox"/> Money Market |
| Account # | <input type="checkbox"/> Checking | <input type="checkbox"/> Savings | <input type="checkbox"/> Money Market |
| Account # | <input type="checkbox"/> Checking | <input type="checkbox"/> Savings | <input type="checkbox"/> Money Market |

If you have any questions regarding this matter or if this letter is NOT sufficient enough to make this change, please contact _____, and remit all correspondence to _____.

Sincerely,

I hereby authorize the closing of this account and transfer of funds.

Account Holder signature Date Phone

Account Holder signature Date Phone



Welcome to Pioneer Bank!

FREQUENTLY ASKED QUESTIONS

Q. Who do I call if I have questions?

A. If you have any questions regarding your new account, switching your automatic payments or automatic deposits to your account, or what to do with the closing account form, please call your local branch.

Lewisville-507-435-2451

Madelia-507-642-3251

Mapleton-507-524-3630

Mankato-507-345-7069

St. James-507-375-3201

North Mankato-507-625-3268

Lake Crystal (loan production office)-507-726-6475

Q. What if my request to switch accounts is not accepted?

A. On the authorization forms, your contacts are requested to notify you or a bank representative if the form you submit is not sufficient to change or establish the direct deposit or automatic bill payment.

Q. What is a direct deposit (ACH credit)?

A. Direct deposit is a quick, easy and secure method of receiving funds into your account. For example, you can receive your payroll, governmental benefits, and investment dividends by a direct deposit. Small business owners can also receive credit card settlements and accounts receivable payments this way. The funds are received and deposited electronically into your bank account.

Q. When will my direct deposit start?

A. It normally takes 2 or 3 cycles or payment periods to start a new direct deposit. For example, if you decide to direct deposit your payroll check into your new account, the direct deposit will most likely not go into your new account for 2 or 3 cycles or payment periods. The same applies for existing direct deposits, so you will want to make sure you keep the account open that you are switching from until you know that your new account is receiving your deposits.



Q. What is an automatic bill payment (ACH debit)?

A. Automatic bill payment is a convenient way to pay different types of companies, such as electric, gas, telephone, loans, credit cards, insurance, etc. Usually, these automatic debits are set up with a specific company by giving them a voided check and a date to take your payment that is due to that company. These types of transactions are sent through your account electronically on the date and for the amount that you specify.

Q. How can I verify that my transactions have posted to my new account?

A. You can verify that all transactions have occurred by calling **1-888-206-1700**, logging on to www.bankwithpioneerbank.com or checking your monthly checking account statement. You will also want to verify that your billing company received your payment from your new account by checking your monthly billing statement or calling their customer service department at the phone number on your billing statement.

Q. How do I switch my small business account?

A. Simply fill out the appropriate forms for switching any automatic payments (debits), any direct deposits (credits), and to close your former account. Please follow the six easy steps provided and you will be on your way to switching your account activity.

